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<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)		
<b>Product Name:</b>	Arkansas PPA		
<b>Project Name/Number:</b>	/		

## Filing at a Glance

Company:	United Automobile Insurance Company
Product Name:	Arkansas PPA
State:	Arkansas
TOI:	19.0 Personal Auto
Sub-TOI:	19.0001 Private Passenger Auto (PPA)
Filing Type:	Rate/Rule
Date Submitted:	03/17/2014
SERFF Tr Num:	UNAU-129305399
SERFF Status:	Closed-Filed
State Tr Num:	
State Status:	
Co Tr Num:	AR-26 RATE RULE
Effective Date	05/01/2014
Requested (New):	
Effective Date	06/15/2014
Requested (Renewal):	
Author(s):	Dean Kozlowski, Christina Rodriguez, Kevin Murphy, Sean Forbes
Reviewer(s):	Alexa Grissom (primary)
Disposition Date:	04/03/2014
Disposition Status:	Filed
Effective Date (New):	05/01/2014
Effective Date (Renewal):	06/15/2014
State Filing Description:	

**State:** Arkansas **Filing Company:** United Automobile Insurance Company  
**TOI/Sub-TOI:** 19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)  
**Product Name:** Arkansas PPA  
**Project Name/Number:** /

## General Information

Project Name: Status of Filing in Domicile: Not Filed  
Project Number: Domicile Status Comments:  
Reference Organization: Reference Number:  
Reference Title: Advisory Org. Circular:  
Filing Status Changed: 04/03/2014  
State Status Changed: Deemer Date:  
Created By: Kevin Murphy Submitted By: Kevin Murphy  
Corresponding Filing Tracking Number:

### Filing Description:

The changes herein apply to the United Automobile Insurance Company Private Passenger Automobile program in the state of Arkansas. This filing is being submitted with an effective date of May 1, 2014 for new business and June 15, 2014 for renewal business. Please refer to the Rate/Rule Schedule and Supporting Documentation tabs for further details.

## Company and Contact

### Filing Contact Information

Dean Kozlowski, VP Product Development dkozlowski@uaig.net  
724 Enterprise Dr 630-282-1807 [Phone]  
Oak Brook, IL 60523 630-571-6658 [FAX]

### Filing Company Information

United Automobile Insurance Company	CoCode: 35319	State of Domicile: Florida
1313 NW 167th Street	Group Code: 1235	Company Type: Private
Miami Gardens, FL 33169-5739	Group Name: UAIG	Passenger Automobile
(305) 940-5022 ext. 2419[Phone]	FEIN Number: 65-0145688	Insurance Company
		State ID Number:

## Filing Fees

Fee Required? Yes  
Fee Amount: \$100.00  
Retaliatory? No  
Fee Explanation: Rate Filing Fee is \$100  
Per Company: No

Company	Amount	Date Processed	Transaction #
United Automobile Insurance Company	\$100.00	03/17/2014	80323648

<b>SERFF Tracking #:</b>	UNAU-129305399	<b>State Tracking #:</b>		<b>Company Tracking #:</b>	AR-26 RATE RULE
<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company		
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)				
<b>Product Name:</b>	Arkansas PPA				
<b>Project Name/Number:</b>	/				

## Correspondence Summary

### Dispositions

Status	Created By	Created On	Date Submitted
Filed	Alexa Grissom	04/03/2014	04/03/2014

<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)		
<b>Product Name:</b>	Arkansas PPA		
<b>Project Name/Number:</b>	/		

## Disposition

Disposition Date: 04/03/2014  
Effective Date (New): 05/01/2014  
Effective Date (Renewal): 06/15/2014  
Status: Filed

Comment:

Company Name:	Overall % Indicated Change:	Overall % Rate Impact:	Written Premium Change for this Program:	Number of Policy Holders Affected for this Program:	Written Premium for this Program:	Maximum % Change (where req'd):	Minimum % Change (where req'd):
United Automobile Insurance Company	5.300%	3.900%	\$217,457	7,642	\$5,745,572	10.100%	-5.000%

Schedule	Schedule Item	Schedule Item Status	Public Access
Supporting Document	A-1 Private Passenger Auto Abstract	Filed	Yes
Supporting Document	APCS-Auto Premium Comparison Survey	Filed	Yes
Supporting Document	NAIC loss cost data entry document	Filed	Yes
Supporting Document	NAIC Loss Cost Filing Document for OTHER than Workers' Comp	Filed	Yes
Supporting Document	Actuarial Exhibits	Filed	Yes
Supporting Document	Manual Changes & Explanatory Memorandum	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes
Rate	Underwriting Manual	Filed	Yes

<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company
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<b>Product Name:</b>	Arkansas PPA		
<b>Project Name/Number:</b>	/		

## Rate Information

Rate data applies to filing.

<b>Filing Method:</b>	File & Use
<b>Rate Change Type:</b>	Increase
<b>Overall Percentage of Last Rate Revision:</b>	4.600%
<b>Effective Date of Last Rate Revision:</b>	02/01/2013
<b>Filing Method of Last Filing:</b>	File & Use

## Company Rate Information

Company Name:	Overall % Indicated Change:	Overall % Rate Impact:	Written Premium Change for this Program:	Number of Policy Holders Affected for this Program:	Written Premium for this Program:	Maximum % Change (where req'd):	Minimum % Change (where req'd):
United Automobile Insurance Company	5.300%	3.900%	\$217,457	7,642	\$5,745,572	10.100%	-5.000%

SERFF Tracking #:

UNAU-129305399

State Tracking #:

Company Tracking #:

AR-26 RATE RULE

State: Arkansas

TOI/Sub-TOI: 19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)

Product Name: Arkansas PPA

Project Name/Number: /

Filing Company:

United Automobile Insurance Company

## Rate/Rule Schedule

Item No.	Schedule Item Status	Exhibit Name	Rule # or Page #	Rate Action	Previous State Filing Number	Attachments
1	Filed 04/03/2014	Underwriting Manual	Cover Page	Replacement	UNAU-129043334	AR UW Manual 5-1-14 (Cover Page).pdf
2	Filed 04/03/2014	Underwriting Manual	i	Replacement	UNAU-129043334	AR UW Manual 5-1-14 (i).pdf
3	Filed 04/03/2014	Underwriting Manual	3	Replacement	UNAU-128734804	AR UW Manual 5-1-14 (page 3).pdf
4	Filed 04/03/2014	Underwriting Manual	4	Replacement	UNAU-129043334	AR UW Manual 5-1-14 (page 4).pdf
5	Filed 04/03/2014	Underwriting Manual	10	Replacement	UNAU-128957864	AR UW Manual 5-1-14 (page 10).pdf
6	Filed 04/03/2014	Underwriting Manual	11	Replacement	UNAU-129043334	AR UW Manual 5-1-14 (page 11).pdf
7	Filed 04/03/2014	Underwriting Manual	R-1	Replacement	UNAU-128734804	AR UW Manual 5-1-14 (page R-1).pdf
8	Filed 04/03/2014	Underwriting Manual	R-5	Replacement	UNAU-128734804	AR UW Manual 5-1-14 (page R-5).pdf
9	Filed 04/03/2014	Underwriting Manual	R-6	Replacement	UNAU-128857295	AR UW Manual 5-1-14 (page R-6).pdf

# UNITED AUTOMOBILE INSURANCE COMPANY



**CURRENTLY LICENSED IN ARKANSAS, ILLINOIS, FLORIDA, TEXAS, GEORGIA, LOUISIANA,  
MISSISSIPPI, OKLAHOMA, UTAH, INDIANA, NEVADA, KENTUCKY, PENNSYLVANIA, ARIZONA,  
SOUTH CAROLINA & KANSAS**

## **ARKANSAS UNDERWRITING GUIDE**

**REVISED/EFFECTIVE May 1, 2014 - NEW BUSINESS  
EFFECTIVE June 15, 2014 - RENEWALS**

**PO BOX 694140  
MIAMI, FL 33269-1140  
(800) 255-9887**

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## E. UNDERWRITING RULES

1. Only 6 and 12-month policies will be written.
2. All insured drivers on the policy must possess a valid driver's license.
3. Failure to list all drivers or licensed members of the insured's household may result in a denial of coverage on the basis of a material misrepresentation.
4. A Driver Exclusion is required for any member of the household age 14 or older that is not named as a driver on the policy.
5. We will insure one more vehicle than the number of drivers in the household. Extra vehicles will be rated as a 0MM driver class. (Exceptions at UW Manager's discretion.)
6. Non-Owner risks are accepted. (See Non-Owners in the Coverages section of the manual).
7. We will not accept more than one policy per household. (Exceptions at UW Manager's discretion).
8. Total discounts shall not exceed 40% of total premium.
9. Mileage to and from work (business,  $\leq 20$  miles,  $> 20$  miles) must be included for all vehicles on the application.
10. Motor Vehicle Reports (MVR's) will be obtained for all operators on new business.
11. WHOLE DOLLAR RULE - All premiums for each coverage must be rounded to the nearest whole dollar. A premium of \$.50 or more will be rounded to the higher whole dollar.
12. Pick-up trucks and mini-vans are acceptable. (See Unacceptable Risks #6).
13. Physical Damage coverage will not be written without Liability coverage and cannot be added mid-term to an existing vehicle without photos and a vehicle inspection form completed by the agent.
14. For Physical Damage coverage, all vehicles must be inspected prior to binding and an inspection form will print at the point of sale. If the vehicle has pre-existing damage, inspection photos are required for physical damage coverage and must be uploaded. If photos are submitted, the inspection form is not required.
15. In order to accept any driver over the age of seventy (70), a detailed medical statement signed by a physician must be submitted with the application, and the MVR must be clean. This applies to new business and any additional drivers (over age 70) added to the policy. We will allow the applicant 20 days from the effective date to obtain the Medical Statement.
16. OUT OF STATE DRIVERS LICENSE (issued by a U.S. State) will be accepted without a surcharge. A surcharge shall apply for an out of state drivers license with an unverifiable MVR. This surcharge applies to BI, PD, COMP, and COLL.
17. OUT OF COUNTRY/FOREIGN GOVERNMENT DRIVERS LICENSE will be accepted, however, the license must be issued by a foreign government. A surcharge shall apply to BI, PD, COMP and COLL. (Unverifiable MVR surcharge does not apply to these drivers.)
18. TEMPORARY DRIVER PERMITS will be accepted with a surcharge applied to BI, PD, COMP, and COLL; however, policies will not be renewed unless a permanent Arkansas license has been obtained. The temporary driver may not be the principal operator.
19. INEXPERIENCED OPERATOR will be accepted with a surcharge for drivers licensed less than 3 years (if 19 years of age or older). The surcharge will be applied to BI, PD, COMP, and COLL.
20. MOTOR VEHICLE RECORD – A surcharge shall apply to any policy with an unverifiable MVR. This surcharge applies to BI, PD, COMP, and COLL.
21. Business use is accepted with a surcharge applied to BI, PD, COMP, and COLL for the following occupations: Ex. Real estate professionals, home nurses, physical therapists and occupational therapists. All other business uses are unacceptable (see unacceptable risks #7).

## F. PAYMENTS

1. Make all payments to: United Automobile Insurance Company.
2. If the MVR discloses an additional surcharge, the policy will be issued for the corrected premium and will be terminated if the surcharge is not paid by the due date.
3. 6 and 12 Month Policy:
  - Available Installment Plans.
    - 6-month down payment @ 18% with the remainder spread evenly across 5 monthly payments. 12-month down payment @ 9% with the remainder spread evenly across 11 monthly payments.

- 6 month: Down payment @ 24.2%, with the remainder spread evenly across 4 monthly payments. 12 month: Down payment @ 12.1% with the remainder spread evenly across 10 monthly payments.
- Insured will be billed directly for each payment due.
- If payment is not received by the due date, a cancellation notice with proof of mailing is issued.
- Payments received in excess of the amount due will be applied to the next installment or installments due, in order, until the excess is fully applied. Any funds remaining will be refunded to the insured. Amounts less than \$5 will only be returned if requested by the insured in writing.
- If payment is less than amount invoiced, a cancellation notice will be generated.
- Return premium endorsements will reduce the amount of the next installment or installments until the excess is fully applied.
- Additional premium (AP) endorsements – Additional premium (AP) will require a down payment in order to keep the account current for billing and the remainder will be divided equally over the remaining payments.
- On a cancelled policy, reinstatements and rewrites are permitted with a maximum lapse of 30 days. Beyond 30 days a new application is required.
- All payments posted by agent into UAIC system shall be deposited into agent's bank account and swept 3 days from inception of policy.
- Renewals will be sent 35 days prior to policy expiration to both the agent and the insured.

## **G. FEES**

**NOTE: All fees are excluded from written and earned premium calculations used to determine commissions.**

### **1. ALL POLICIES**

#### **a. Policy Fee \$8**

A \$8 policy fee will be charged and is included in the down payment required at policy inception. This fee applies to new and renewal business.

#### **b. Installment Fee \$8**

A \$8 installment fee will be included in each installment bill.

### **2. ALL POLICIES**

#### **a. NSF Fee \$30**

A \$30 fee will be charged for payments returned for non-sufficient funds.

## **H. ELECTRONIC FUNDS TRANSFER (EFT)**

Electronic Funds Transfer (EFT) is available for Direct Bill policies with terms of 6 and 12 months. Policies with EFT are automatically renewed unless a written cancellation request is submitted to the company by the insured. The EFT is cancelled by us when the following occurs: the policy is cancelled, invalid account information is provided, a lapse notice is generated, or the policy is non-renewed. New account information will be required for any rewrites.

### **1. Bank Account**

Insureds have the option to authorize recurring payments via direct debit to their bank account. Premium payments are automatically deducted from the insured's account.

### **2. Debit / Credit Card**

Insureds have the option to authorize recurring payments via debit card or credit card. Premium payments are automatically charged to the debit or credit card.

an active policy with another automobile insurance company. This discount applies to the initial term only.

#### **Rule 4: ENDORSEMENTS**

All endorsement requests must be entered into our Internet Endorsement site - [www.uaic.com](http://www.uaic.com) - and the appropriate premium collected. The endorsement declarations page must be signed by both the Named Insured and Agent and archived by the agent.

**A. In the event the Internet connection is unavailable;**

1. Fax a completed "Endorsement Request Form" for any changes including adding cars, coverages, drivers, or changing name, address, marital status, etc. to an existing policy.
2. When adding cars/coverages, or when making any change to an existing policy involving additional premiums, archive the completed "Endorsement Request Form" and submit the developed additional premium from the endorsement. If the deposit is more than the additional premium required for the endorsement, any excess payment, if any, will be sent to the insured. If the deposit is insufficient to cover the additional premium required by the endorsement, the company will bill the insured for the amount of shortage and the insured must pay upon receipt of notice of such shortage. If not paid, the policy will be cancelled for non-payment.
3. **There will be a surcharge for any Unacceptable Risk.**
4. **No mid-term endorsements of COMP/COLL are permitted unless the agent completes a vehicle inspection form and gets photos of the vehicle.**

#### **Rule 5: RISKS REQUIRING ADDITIONAL DOCUMENTATION FOR ACCEPTABILITY**

1. All persons with Epilepsy, that have had a Stroke or Heart Attack, Loss of Eye, and/or Cerebral Palsy must submit an UAIC "Physician Health Statement Form" signed by a physician with the application.
2. All persons with a loss of limb must submit proof of compensatory vehicle modification. (Proof is a written or typed statement signed by the insured.)
3. All applications with drivers who have attained their seventieth (70<sup>th</sup>) birthday must be accompanied by a "Physician Health Statement" completed and executed by a medical physician certifying the seventy (70) or older driver to be mentally and physically capable of operating a motor vehicle on public roadways without endangering the public.
4. All applications with a pickup truck or van insured must include an "Affidavit of Non - Business Use".

#### **Rule 6: UNACCEPTABLE RISKS**

1. Applications without the insured's physical garaging address for vehicle(s).
2. Vehicles over forty (40) model years old for liability coverage.
3. Campers, dune buggies, racing vehicles, taxi cabs, daycare vans, emergency vehicles, delivery or livery vehicles, mail or newspaper delivery, fire department vehicle, collections, kit or antique cars, customized or modified vehicles, conversion vans flat or stake-bed pickups, vehicles with suspension modifications; for any coverage.
4. Students attending school outside Arkansas.
5. Military operators (acceptable if driver is stationed in Arkansas).
6. Pickups or vans with a load capacity over 1 ton for any coverage.
7. Business use, other than Underwriting Rule #21, is unacceptable and subject to a surcharge.
8. Drivers with a suspended or revoked Arkansas license.
9. Any person living or working in Mexico.
10. Professional athletes and celebrities.

11. Any driver with four (4) or more at fault accidents within the past 36 months. (any violations that occurred more than thirty-six (36) months immediately preceding the upcoming anniversary date will not be counted as unacceptable.)
12. Vehicles making regular and frequent trips beyond a fifty (50) mile radius.
13. Trucks hauling gasoline, fuel oil, liquefied petroleum, gas or explosive.
14. Driver training cars or racing vehicles.
15. Vehicles garaged away from the residence a substantial part of the time.
16. Unlicensed drivers.
17. No drivers with MVR points in excess of eighteen (18) within the past 36 months.
18. No flatbed trucks or any vehicle equipped with power/manual winch or fifth-wheel conversions.
19. Making false accident reports or committing insurance fraud.
20. Any driver with a combination of two (2) or more Driving Under the Influence of Alcohol (DUIA), Driving Under the Influence of Drugs (DUID, Driving Under the Influence of Narcotics (DUIN) or Refusal to Submit.
21. A surcharge will be applied to all premiums for any unacceptable risk. This includes, but is not limited to unacceptable drivers or if the insured moves out of state or when an unacceptable driver is added to a policy that is already in force.
22. Passenger Vans with seating capacity of twelve (12) or more seats.
23. The following are **NOT ACCEPTABLE FOR PHYSICAL DAMAGE COVERAGE** except as a replacement vehicle with \$1000/\$1000 deductible and a premium surcharge:
  - a. All vehicles with an ISO rating symbol of 60 or higher (26 or higher for Model Years 2010 and prior) or an ACV in excess of \$65,000.
  - b. Physical Damage without Liability.
  - c. Vehicles over twenty (20) years old.
  - d. All non-metallic vehicles (Corvette, Fiero, etc.).
  - e. Vehicles with pre-existing and unrepaired damage.
  - f. All vehicles over 1 ton.
  - g. Non- owner policies.
  - h. Conversion vans and panel vans.
  - i. All of the following, (call if in doubt):

<b>Acura</b>	RAM Van 3500	<b>Jaguar</b>	<b>Mosler</b>	<b>Shelby</b>
NSX	Viper	All Models	All Models	All Models
<b>Alfa Romeo</b>	Stealth R/T	<b>Lamborghini</b>	<b>Nissan</b>	<b>Spyker</b>
All models	Stealth Turbo	All Models	Z Models	All Models
<b>Aston Martin</b>	Any SRT	<b>Land Rover</b>	GTR	<b>Sterling</b>
All models	<b>Ferrari</b>	All Models	<b>Panoz</b>	All Models
<b>Audi</b>	All Models	<b>Lexus</b>	All Models	<b>Subaru</b>
S4, 5, 6, & 8 Series, TTS	<b>Ford</b>	L Series	<b>Pantera</b>	STI Series
<b>Bentley</b>	GT	<b>Lotus</b>	All models	<b>Suzuki</b>
All models	E series	All Models	<b>Pontiac</b>	Samurai
<b>BMW</b>	350 Super Duty	<b>Maybach</b>	Firebird	Sidekick
5,6,7,8,M,X5,X6, & Z Series	Transit	All Models	Trans Am	<b>Tesla</b>
<b>Bugatti</b>	Cobra	<b>Mercedes-Benz</b>	<b>Porsche</b>	All Models
All models	Roush	400 Series	All Models	<b>Toyota</b>
<b>Cadillac</b>	Boss 302	500 Series	<b>Qvale</b>	Land Cruiser
V Series	<b>GMC</b>	600 Series	All Models	<b>Yugo</b>
<b>Chevrolet</b>	Sierra 3500	E, G, S, SL, CL Series	<b>Renault</b>	All Models
Corvette	Savana Cargo	R and AMG Series	All Models	
Camaro V8	Savana Passenger	<b>Maserati</b>	<b>Rolls-Royce</b>	<b>12-15 Passenger Vans</b>
Monte Carlo SS	Quad Steer	All Models	All Models	
Express G 2500	<b>Hummer</b>	<b>Mitsubishi</b>	<b>Rover</b>	<b>KIT Cars</b>
Express G 3500	All Models except H3	G Eclipse Spyder	All Models	<b>Custom Vehicles</b>
<b>Chrysler</b>	<b>Hyundai</b>	3000 Series	<b>Saab</b>	
Prowler	EQUUS	<b>Morgan</b>	900 Turbo	
<b>Dodge</b>	<b>Infiniti</b>	All Models	<b>Saleen</b>	
Ram 3500 P/U	Q Series		All Models	

# **ARKANSAS BASE RATES - SEMI-ANNUAL**

Terr.	25/50		25	\$1,000	25/50	25/50	\$200 Ded.	PIP			\$500 Ded.	\$500 Ded.
	BI	PD	MP	UM/BI	UIM/BI	UM/PD		Income Loss	Medical Expense	Accidntl Death	COMP	COLL
1	157	160	38	114	31	44		36	143	39	187	390
2	123	152	38	90	30	42		34	119	36	159	341
3	125	138	38	63	31	42		34	121	37	154	331
4	113	120	39	59	31	44		35	124	39	130	286
5	120	131	43	68	31	42		52	149	57	96	239
6	126	142	43	91	31	36		36	149	39	135	360
8	114	127	43	62	31	41		52	149	57	95	241
9	140	161	44	95	33	44		36	143	40	142	300
10	136	157	43	66	31	44		36	154	39	113	308
11	177	181	48	57	34	40		36	160	39	94	245
12	170	174	51	99	35	42		36	171	39	138	294
14	179	193	53	69	35	41		39	187	41	133	308
15	166	181	61	69	43	43		46	209	50	130	309
16	120	123	39	91	30	42		34	138	36	140	307
17	102	131	39	102	30	48		34	138	36	80	193
18	160	172	39	44	31	39		35	124	39	154	331

## **POLICY TERM**

**Rates shown in this manual are for a semi-annual (6 month) term policy.**

**Rates for the annual (12 month) policy are multiplied by 2**

## **PIP**

**Medical Expense is a \$5,000 limit**

**Accidental Death is a \$5,000 limit**

## **MEDICAL PAYMENTS (MP) INCREASED LIMIT FACTORS**

LIMIT	\$500	\$1,000	\$2,000	\$2,500	\$5,000
FACTOR	0.60	1.00	1.35	1.50	2.40

## VIOLATION POINT FACTORS

<b>Points</b>	<b>BI</b>	<b>PD</b>	<b>COMP</b>	<b>COLL</b>
<b>0</b>	1.00	1.00	1.00	1.00
<b>1</b>	1.08	1.05	1.00	1.05
<b>2</b>	1.13	1.10	1.00	1.10
<b>3</b>	1.19	1.15	1.05	1.15
<b>4</b>	1.36	1.20	1.05	1.25
<b>5</b>	1.39	1.35	1.05	1.35
<b>6</b>	1.50	1.45	1.10	1.45
<b>7</b>	1.55	1.50	1.10	1.50
<b>8</b>	1.65	1.60	1.10	1.60
<b>9</b>	1.75	1.70	1.30	1.70
<b>10</b>	1.90	1.85	1.30	1.85
<b>11</b>	2.00	2.00	1.50	2.00
<b>12</b>	2.15	2.15	1.50	2.15
<b>13</b>	2.30	2.30	1.75	2.30
<b>14</b>	2.45	2.45	1.75	2.45
<b>15</b>	2.60	2.60	2.00	2.60
<b>16</b>	2.75	2.75	2.00	2.75
<b>17</b>	3.00	3.00	2.00	3.00
<b>18</b>	3.50	3.50	2.00	3.50

### DISCOUNT FACTORS

Discount	BI	PD	MP	PIP	UM/ BI	UIM/ BI	UM/ PD	COMP	COLL	TOW & RENT RE
Multi-Car	0.80	0.80	0.85					0.80	0.80	
Transfer	0.85	0.85						0.85	0.85	
Renewal	0.85	0.90						0.90	0.90	
EFT	0.95	0.95						0.95	0.95	
Paid in Full	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95
Defensive Driver	0.95	0.95						0.95	0.95	
Anti-Theft								0.85		
College Graduate	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95
Advance Purchase	0.95	0.95						0.95	0.95	

### SURCHARGE FACTORS

Surcharge	BI	PD	MP	PIP	UM/ BI	UIM/ BI	UM/ PD	COMP	COLL	TOW & RENT RE
Out of State US License	1.00	1.00						1.00	1.00	
Out of State US License with Unverifiable MVR	1.10	1.10						1.00	1.10	
Out of Country/ Foreign Govt License	1.15	1.15						1.15	1.15	
Temporary Driver Permit	1.10	1.10						1.10	1.10	
Unverifiable MVR	1.10	1.10						1.00	1.10	
Unacceptable Risk	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Inexperienced Operator	1.15	1.15						1.05	1.15	

<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)		
<b>Product Name:</b>	Arkansas PPA		
<b>Project Name/Number:</b>	/		

## Supporting Document Schedules

<b>Satisfied - Item:</b>	A-1 Private Passenger Auto Abstract
<b>Comments:</b>	A-1 attached.
<b>Attachment(s):</b>	AR Form A-1 31214.pdf
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>Satisfied - Item:</b>	APCS-Auto Premium Comparison Survey
<b>Comments:</b>	PDF and Excel formats of Survey attached.
<b>Attachment(s):</b>	PPA Survey FORM APCS2012 - Completed.xls PPA Survey FORM APCS2012 - Completed.pdf
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>Satisfied - Item:</b>	NAIC loss cost data entry document
<b>Comments:</b>	Loss Cost Data Entry form is attached.
<b>Attachment(s):</b>	Loss Cost Data Entry.pdf
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>Bypassed - Item:</b>	NAIC Loss Cost Filing Document for OTHER than Workers' Comp
<b>Bypass Reason:</b>	Not applicable
<b>Attachment(s):</b>	
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>Satisfied - Item:</b>	Actuarial Exhibits
<b>Comments:</b>	The indication, territory base rate, Point Surcharge, Renewal Factor, and EFT support exhibits are attached.
<b>Attachment(s):</b>	AR Rate Indication 2013 Q4.pdf Territory Base Rate Support Exhibits.pdf AR Auto Points Surcharge Exhibits 2014.pdf AR Renewal Factor Exhibit.pdf AR EFT Factor Exhibit 2014.pdf
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>Satisfied - Item:</b>	Manual Changes & Explanatory Memorandum
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<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)		
<b>Product Name:</b>	Arkansas PPA		
<b>Project Name/Number:</b>	/		

<b>Comments:</b>	A redline version of the manual showing all the changes made in this filing and an explanatory memorandum are attached.
<b>Attachment(s):</b>	AR Explanatory Memorandum.pdf AR UW Manual 5-1-14 redline.pdf
<b>Item Status:</b>	Filed
<b>Status Date:</b>	04/03/2014

<b>SERFF Tracking #:</b>	UNAU-129305399	<b>State Tracking #:</b>		<b>Company Tracking #:</b>	AR-26 RATE RULE
<b>State:</b>	Arkansas	<b>Filing Company:</b>	United Automobile Insurance Company		
<b>TOI/Sub-TOI:</b>	19.0 Personal Auto/19.0001 Private Passenger Auto (PPA)				
<b>Product Name:</b>	Arkansas PPA				
<b>Project Name/Number:</b>	/				

***Attachment PPA Survey FORM APCS2012 - Completed.xls is not a PDF document and cannot be reproduced here.***

ARKANSAS INSURANCE DEPARTMENT

FORM A-1 PRIVATE PASSENGER AUTOMOBILE ABSTRACT

Instructions: All questions must be answered. If the answer is "none" or "Not applicable, so state. If all questions are not answered, the filing will not be accepted for review by the Department. Use a separate abstract for each company if filing for a group. Subsequent private passenger auto rate/rule submissions that do not alter the information contained herein need not include this form.

Company Name United Automobile Insurance Company  
NAIC # (including group #) NAIC company #35319 (group # 1235)

1. Are there any areas in the State of Arkansas in which your company will not write automobile insurance? ☐ Yes ☒ No

If yes, list the areas: \_\_\_\_\_

2. Do you furnish a market for young drivers? ☒ Yes ☐ No

3. Do require collateral business to support a youthful driver? ☐ Yes ☒ No

4. Do you insure drivers with an international or foreign driver's license? ☒ Yes ☐ No

5. Specify the percentage you allow in credit or discounts for the following:

a. Driver over 55	none	%
b. Good Student Discount	none	%
c. Multi-car Discount	20	%
d. Accident Free Discount*	None	%
e. Anti Theft Discount	15	%
f. Other (specify)		
Renewal	15- BI (Proposed)	%
	10 - PD,CP,CL,MP	
Transfer	15	%
Paid In Full	5	%
College Graduate	5	%
55 and Older Defensive Driver	5	%
Electronic Funds Transaction (EFT)	5	%
Advance Purchase	5	%

6. Do you have an installment payment plan for automobile insurance? ☒ Yes ☐ No  
If so, what is the fee for installment payments? \$8.00

7. Does your company utilize a tiered rating plan? ☐ Yes ☒ No

If so, list the programs and percentage difference and current volume for each plan:

Program	Percentage Difference	Volume
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THE INFORMATION PROVIDED IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Signature
Dean Kozlowski
Printed Name
VP Product Development
Title
630-282-1807
Telephone Number
dkozlowski@uaig.net
Email address



# NAIC LOSS COST DATA ENTRY DOCUMENT (EFFECTIVE AUG. 16, 2004)

1.	This filing transmittal is part of Company Tracking #	AR-26 RATE RULE
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2.	If filing is an adoption of an advisory organization loss cost filing, give name of advisory organization and Reference/Item Filing Number	Not applicable
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	Company Name		Company NAIC Number
3.	A. United Automobile Insurance Company	B.	35319

	Product Coding Matrix Line of Business (i.e., Type of Insurance)		Product Coding Matrix Line of Insurance (i.e., Sub-type of Insurance)
4.	A. TOI: 19.0 Personal Auto	B.	Sub-TOI: 19.0001 Private Passenger Auto (PPA)

5.

(A) COVERAGE (See Instructions)	(B) Indicated % Rate Level Change	(C) Requested % Rate Level Change	FOR LOSS COSTS ONLY				
			(D) Expected Loss Ratio	(E) Loss Cost Modification Factor	(F) Selected Loss Cost Multiplier	(G) Expense Constant (If Applicable)	(H) Co. Current Loss Cost Multiplier
BI	3.9%	1.7%					
PD	8.8%	7.8%					
PIP	20.0%	10.1%					
CP	-6.2%	-5.7%					
CL	-2.2%	-2.0%					
MP	8.5%	7.5%					
UM	13.5%	10.0%					
TOTAL OVERALL EFFECT	5.3%	3.9%					

6.

5 Year History

Rate Change History

Year	Policy Count	% of Change	Effective Date	State Earned Premium (000)	Incurred Losses (000)	State Loss Ratio	Countrywide Loss Ratio
2013	22109	4.6%	2/1/13	5,667	2,831	50.0	
2012	21414	NC		4,483	2,890	64.5	
2011	12,422	-5.6%	7/15/11	2,626	1,500	57.0	
2010	12,836	NC		2,601	1,644	63.2	
2009	12,502	NC		2,130	1,448	68.0	

7.

Expense Constants	Selected Provisions
A. Total Production Expense	
B. General Expense	
C. Taxes, License & Fees	
D. Underwriting Profit & Contingencies	
E. Other (explain)	
F. TOTAL	

8. N Apply Loss Cost Factors to Future filings? (Y or N)

9. 10.1 Estimated Maximum Rate Increase for any Insured (%). Territory (if applicable): 14

10. -5.0 Estimated Maximum Rate Decrease for any Insured (%) Territory (if applicable): 4

PC RLC

U:LossCostDraft/DataEntry.doc

Exhibit 1, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Summary of Indicated Changes

Coverage	2013 Current Level Earned premium (\$)	Credibility- Weighted Indicated Change (%)	Proposed		Combined Proposed Change (%)
			Base Rate	Other	
Bodily Injury	\$2,197,771	3.9%	3.7%	-1.9%	1.7%
Property Damage	\$2,397,652	8.8%	7.8%	0.0%	7.8%
Medical Payment	\$4,834	8.5%	7.5%	0.0%	7.5%
Uninsured Motorist	\$208,795	13.5%	10.0%	0.0%	10.0%
Personal Injury Protection	\$8,349	20.0%	10.1%	0.0%	10.1%
Comprehensive	\$231,370	-6.2%	-5.7%	0.0%	-5.7%
Collision	\$603,616	-2.2%	-2.0%	0.0%	-2.0%
<hr/>					
Total	\$5,652,387	5.3%	4.7%	-0.7%	3.9%

Exhibit 1, Page 2  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Bodily Injury

Accident Year	2011	2012	2013	Total /Selected
(1) Earned Premium	1,174,326	1,801,895	2,135,023	5,111,244
(2) On-level Factor (Exh. 2)	0.968	1.041	1.029	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	1,136,413	1,874,958	2,197,771	5,209,141
(5) Incurred Loss and DCCE @ 12/31/13	888,775	730,623	587,529	2,206,928
(6) Development factor (Exh. 4)	1.189	1.409	1.897	
(7) Ultimate Loss and DCCE (5)x(6)	1,056,754	1,029,448	1,114,543	3,200,745
(8) Loss Trend factor (Exh. 5)	1.035	1.025	1.015	
(9) Trend Ultimate Loss and DCCE (7)x(8)	1,093,740	1,055,184	1,131,261	3,280,186
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	96.2%	56.3%	51.5%	63.0%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	
(12) Fixed Expenses	79,854	122,529	145,182	
(13) Fixed Expense Trend Factor (Exh. 5)	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	86,163	129,390	149,973	
(15) Trended Fixed Expense Ratio (14)/(4)	7.6%	6.9%	6.8%	6.8%
(16) Adjusting and Other Expense Ratio (Exhibit 6)				12.0%
(17) Variable Expense Ratio (Exhibit 7)				21.6%
(18) Profit & Contingencies (Exhibit 8)				5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]				73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))				70.5%
(21) Projected Fixed Expense Ratio (15)				6.8%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)				77.4%
(23) Indicated Rate Level Change (22)/(19) - 1				5.4%
(24) Credibility (Exh. 9)				0.65
(25) Complementary Indication				1.1%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1				3.9%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 1, Page 3  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Property Damage

Accident Year	2011	2012	2013	Total /Selected
(1) Earned Premium	1,196,281	1,936,825	2,318,321	5,451,427
(2) On-level Factor (Exh. 2)	1.034	1.049	1.034	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	1,236,522	2,031,181	2,397,652	5,665,355
(5) Incurred Loss and DCCE @ 12/31/13	873,314	1,085,081	1,410,414	3,368,808
(6) Development factor (Exh. 4)	1.002	1.038	1.242	
(7) Ultimate Loss and DCCE (5)x(6)	875,060	1,126,314	1,751,734	3,753,108
(8) Loss Trend factor (Exh. 5)	1.000	1.000	1.000	
(9) Trend Ultimate Loss and DCCE (7)x(8)	875,060	1,126,314	1,751,734	3,753,108
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	70.8%	55.5%	73.1%	66.2%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	
(12) Fixed Expenses	81,347	131,704	157,646	
(13) Fixed Expense Trend Factor (Exh. 5)	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	87,774	139,080	162,848	
(15) Trended Fixed Expense Ratio (14)/(4)	7.1%	6.8%	6.8%	6.8%
(16) Adjusting and Other Expense Ratio (Exhibit 6)				12.0%
(17) Variable Expense Ratio (Exhibit 7)				21.6%
(18) Profit & Contingencies (Exhibit 8)				5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]				73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))				74.2%
(21) Projected Fixed Expense Ratio (15)				6.8%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)				81.0%
(23) Indicated Rate Level Change (22)/(19) - 1				10.3%
(24) Credibility (Exh. 9)				0.85
(25) Complementary Indication				0.2%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1				8.8%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$



Exhibit 1, Page 4  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Medical Payments

Accident Year	2009	2010	2011	2012	2013	Total /Selected
(1) Earned Premium	0	0	798	2,949	4,834	8,581
(2) On-level Factor (Exh. 2)	1.000	1.000	1.000	1.000	1.000	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	0	0	798	2,949	4,834	8,581
(5) Incurred Loss and DCCE @ 12/31/13	0	0	8,370	0	2,000	10,370
(6) Development factor (Exh. 4)	1.000	1.000	1.000	1.064	1.186	
(7) Ultimate Loss and DCCE (5)x(6)	0	0	8,370	0	2,372	10,742
(8) Loss Trend factor (Exh. 5)	1.056	1.046	1.035	1.025	1.015	
(9) Trend Ultimate Loss and DCCE (7)x(8)	0	0	8,663	0	2,408	11,071
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	0.0%	0.0%	1085.6%	0.0%	49.8%	129.0%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	6.8%	6.8%	
(12) Fixed Expenses	0	0	54	201	329	
(13) Fixed Expense Trend Factor (Exh. 5)	1.127	1.103	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	0	0	59	212	340	
(15) Trended Fixed Expense Ratio (14)/(4)	0.0%	0.0%	7.3%	7.2%	7.0%	7.0%
(16) Adjusting and Other Expense Ratio (Exhibit 6)						12.0%
(17) Variable Expense Ratio (Exhibit 7)						21.6%
(18) Profit & Contingencies (Exhibit 8)						5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]						73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))						144.5%
(21) Projected Fixed Expense Ratio (15)						7.0%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)						151.5%
(23) Indicated Rate Level Change (22)/(19) - 1						106.4%
(24) Credibility (Exh. 9)						0.07
(25) Complementary Indication						1.1%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1						8.5%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 1, Page 5  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Uninsured Motorist

Accident Year	2009	2010	2011	2012	2013	Total /Selected
(1) Earned Premium	54,716	55,065	72,236	137,626	189,504	509,147
(2) On-level Factor (Exh. 2)	0.961	0.961	0.984	1.146	1.102	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	52,603	52,940	71,087	157,786	208,795	543,211
(5) Incurred Loss and DCCE @ 12/31/13	48,728	84,041	38,935	137,730	109,801	419,235
(6) Development factor (Exh. 4)	1.000	1.000	1.000	1.000	1.203	
(7) Ultimate Loss and DCCE (5)x(6)	48,728	84,041	38,935	137,730	132,091	441,525
(8) Loss Trend factor (Exh. 5)	1.056	1.046	1.035	1.025	1.015	
(9) Trend Ultimate Loss and DCCE (7)x(8)	51,457	87,907	40,298	141,174	134,072	454,907
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	97.8%	166.1%	56.7%	89.5%	64.2%	83.7%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	6.8%	6.8%	
(12) Fixed Expenses	3,721	3,744	4,912	9,359	12,886	
(13) Fixed Expense Trend Factor (Exh. 5)	1.127	1.103	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	4,193	4,130	5,300	9,883	13,312	
(15) Trended Fixed Expense Ratio (14)/(4)	8.0%	7.8%	7.5%	6.3%	6.4%	6.4%
(16) Adjusting and Other Expense Ratio (Exhibit 6)						12.0%
(17) Variable Expense Ratio (Exhibit 7)						21.6%
(18) Profit & Contingencies (Exhibit 8)						5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]						73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))						93.8%
(21) Projected Fixed Expense Ratio (15)						6.4%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)						100.2%
(23) Indicated Rate Level Change (22)/(19) - 1						36.5%
(24) Credibility (Exh. 9)						0.35
(25) Complementary Indication						1.1%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1						13.5%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 1, Page 6  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Personal Injury Protection

Accident Year	2009	2010	2011	2012	2013	Total /Selected
(1) Earned Premium	997	728	871	4,625	8,349	15,570
(2) On-level Factor (Exh. 2)	1.000	1.000	1.000	1.000	1.000	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	997	728	871	4,625	8,349	15,570
(5) Incurred Loss and DCCE @ 12/31/13	400	0	1,130	9,465	21,088	32,083
(6) Development factor (Exh. 4)	1.000	1.000	1.000	1.000	0.807	
(7) Ultimate Loss and DCCE (5)x(6)	400	0	1,130	9,465	17,018	28,013
(8) Loss Trend factor (Exh. 5)	1.056	1.046	1.035	1.025	1.015	
(9) Trend Ultimate Loss and DCCE (7)x(8)	422	0	1,170	9,702	17,273	28,567
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	42.4%	0.0%	134.3%	209.8%	206.9%	183.5%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	6.8%	6.8%	
(12) Fixed Expenses	68	49	59	315	568	
(13) Fixed Expense Trend Factor (Exh. 5)	1.127	1.103	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	76	55	64	332	586	
(15) Trended Fixed Expense Ratio (14)/(4)	7.7%	7.5%	7.3%	7.2%	7.0%	7.0%
(16) Adjusting and Other Expense Ratio (Exhibit 6)						12.0%
(17) Variable Expense Ratio (Exhibit 7)						21.6%
(18) Profit & Contingencies (Exhibit 8)						5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]						73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))						205.5%
(21) Projected Fixed Expense Ratio (15)						7.0%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)						212.5%
(23) Indicated Rate Level Change (22)/(19) - 1						189.5%
(24) Credibility (Exh. 9)						0.10
(25) Complementary Indication						1.1%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1						20.0%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 1, Page 7  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Comprehensive

Accident Year	2009	2010	2011	2012	2013	Total /Selected
(1) Earned Premium	27,593	21,432	24,576	119,323	231,370	424,294
(2) On-level Factor (Exh. 2)	0.740	0.740	0.768	0.995	1.000	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	20,419	15,860	18,876	118,672	231,370	405,196
(5) Incurred Loss and DCCE @ 12/31/13	6,690	6,278	8,372	39,784	85,269	146,393
(6) Development factor (Exh. 4)	1.000	1.000	1.000	1.000	1.000	
(7) Ultimate Loss and DCCE (5)x(6)	6,690	6,278	8,372	39,784	85,269	146,393
(8) Loss Trend factor (Exh. 5)	1.000	1.000	1.000	1.000	1.000	
(9) Trend Ultimate Loss and DCCE (7)x(8)	6,690	6,278	8,372	39,784	85,269	146,393
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	32.8%	39.6%	44.4%	33.5%	36.9%	36.1%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	6.8%	6.8%	
(12) Fixed Expenses	1,876	1,457	1,671	8,114	15,733	
(13) Fixed Expense Trend Factor (Exh. 5)	1.127	1.103	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	2,115	1,607	1,803	8,568	16,252	
(15) Trended Fixed Expense Ratio (14)/(4)	10.4%	10.1%	9.6%	7.2%	7.0%	7.0%
(16) Adjusting and Other Expense Ratio (Exhibit 6)						12.0%
(17) Variable Expense Ratio (Exhibit 7)						21.6%
(18) Profit & Contingencies (Exhibit 8)						5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]						73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))						40.5%
(21) Projected Fixed Expense Ratio (15)						7.0%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)						47.5%
(23) Indicated Rate Level Change (22)/(19) - 1						-35.3%
(24) Credibility (Exh. 9)						0.18
(25) Complementary Indication						0.2%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1						-6.2%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 1, Page 8  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Indicated Change

Collision

Accident Year	2009	2010	2011	2012	2013	Total /Selected
(1) Earned Premium	60,497	47,004	57,877	308,883	603,616	1,077,877
(2) On-level Factor (Exh. 2)	0.840	0.840	0.859	0.997	1.000	
(3) Premium Trend (Exh. 3)	1.000	1.000	1.000	1.000	1.000	
(4) Trended On-level Premium (1)x(2)x(3)	50,818	39,483	49,736	307,966	603,616	1,051,619
(5) Incurred Loss and DCCE @ 12/31/13	64,217	7,234	26,943	109,300	349,713	557,406
(6) Development factor (Exh. 4)	1.000	1.000	1.000	1.006	1.060	
(7) Ultimate Loss and DCCE (5)x(6)	64,217	7,234	26,943	109,956	370,696	579,044
(8) Loss Trend factor (Exh. 5)	1.000	1.000	1.000	1.000	1.000	
(9) Trend Ultimate Loss and DCCE (7)x(8)	64,217	7,234	26,943	109,956	370,696	579,044
(10) Trended Ult. Loss and DCCE Ratio (9)/(4)	126.4%	18.3%	54.2%	35.7%	61.4%	55.1%
(11) Fixed Expense Ratio (Exh. 7)	6.8%	6.8%	6.8%	6.8%	6.8%	
(12) Fixed Expenses	4,114	3,196	3,936	21,004	41,046	
(13) Fixed Expense Trend Factor (Exh. 5)	1.127	1.103	1.079	1.056	1.033	
(14) Trended Fixed Expenses (12)x(13)	4,636	3,525	4,247	22,180	42,400	
(15) Trended Fixed Expense Ratio (14)/(4)	9.1%	8.9%	8.5%	7.2%	7.0%	7.0%
(16) Adjusting and Other Expense Ratio (Exhibit 6)						12.0%
(17) Variable Expense Ratio (Exhibit 7)						21.6%
(18) Profit & Contingencies (Exhibit 8)						5.0%
(19) Permissible Loss, LAE, and Fixed Expense Ratio [1-(17)-(18)]						73.4%
(20) Projected Loss and LAE Ratio (10) X (1 + (16))						61.7%
(21) Projected Fixed Expense Ratio (15)						7.0%
(22) Projected Loss, LAE & Fixed Expense Ratio (20)+(21)						68.7%
(23) Indicated Rate Level Change (22)/(19) - 1						-6.4%
(24) Credibility (Exh. 9)						0.36
(25) Complementary Indication						0.2%
(26) Credibility Weighted Rate Level Change [(1+(23))x(24)]+[(1+(25))x(1-(24))] - 1						-2.2%

Notes:

(1) The amounts in (1) and (5) were provided by the Company.

(2) The Complementary Indication in (25) is the annual net trend. This is calculated as follows:

$$[(22) \times (1 + \text{annual fixed expense trend}) + ((19) - (22)) \times (1 + \text{annual loss trend})] / [(19) \times (1 + \text{annual premium trend})] - 1.00$$

Exhibit 2  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Premium Adjustment Factors

Rate Changes

	BI	PD	MP	UM	PIP	CP	CL
5/12/2008	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
11/12/2008	-2.1%	-2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
8/15/2011	-8.2%	-1.7%	0.0%	-16.4%	0.0%	-26.0%	-16.0%
3/15/2013	4.2%	4.9%	0.0%	15.0%	0.0%	0.0%	0.0%

Cumulative Rate Level

	BI	PD	MP	UM	PIP	CP	CL
5/12/2008	1.000	1.000	1.000	1.000	1.000	1.000	1.000
11/27/2008	0.979	0.979	1.000	1.000	1.000	1.000	1.000
8/15/2011	0.899	0.962	1.000	0.836	1.000	0.740	0.840
3/15/2013	0.936	1.010	1.000	0.961	1.000	0.740	0.840

Average Rate Level

	BI	PD	MP	UM	PIP	CP	CL
2007	1.000	1.000	1.000	1.000	1.000	1.000	1.000
2008	1.000	1.000	1.000	1.000	1.000	1.000	1.000
2009	0.982	0.982	1.000	1.000	1.000	1.000	1.000
2010	0.979	0.979	1.000	1.000	1.000	1.000	1.000
2011	0.968	0.977	1.000	0.977	1.000	0.963	0.978
2012	0.900	0.963	1.000	0.839	1.000	0.744	0.843
2013	0.910	0.976	1.000	0.873	1.000	0.740	0.840

Premium On-Level Factors

	BI	PD	MP	UM	PIP	CP	CL
2007	0.936	1.010	1.000	0.961	1.000	0.740	0.840
2008	0.936	1.010	1.000	0.961	1.000	0.740	0.840
2009	0.954	1.028	1.000	0.961	1.000	0.740	0.840
2010	0.957	1.031	1.000	0.961	1.000	0.740	0.840
2011	0.968	1.034	1.000	0.984	1.000	0.768	0.859
2012	1.041	1.049	1.000	1.146	1.000	0.995	0.997
2013	1.029	1.034	1.000	1.102	1.000	1.000	1.000

Note:

(1) On-level factors were calculated based on the parallelogram method and a six month policy term.

Exhibit 3, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Premium Projection Factors

1. Bodily Injury

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

2. Property Damage

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

3. Medical Payment

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

4. Uninsured Motorists

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

Exhibit 3, Page 2  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Physical Damage

Premium Projection Factors

5. Personal Injury Protection

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years) ((4)-(3))/365.25	Factor (2)^(5)
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

6. Comprehensive

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years) ((4)-(3))/365.25	Factor (2)^(5)
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

7. Collision

(1)	(2)	(3)	(4)	(5)	(6)
Calendar	Annual	Avg. Earned Date	Avg. Earned Date	Trend Period	Projection
Year	Trend	for Experience	for Eff. Period	(Years) ((4)-(3))/365.25	Factor (2)^(5)
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000



Exhibit 4, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Loss Development Factor  
Bodily Injury

Incurred Loss and DCCE

Accident Year	12	24	36	48	60	72	84	96
2006	0	0	0	0	0	0	0	0
2007	0	0	0	0	0	0	0	
2008	37,000	72,880	75,967	75,967	80,814	92,822		
2009	292,624	449,252	524,299	556,685	595,994			
2010	444,431	674,792	710,961	760,846				
2011	493,941	667,873	888,775					
2012	602,113	730,623						
2013	587,529							

Incurred Loss and DCCE Development

Accident Year	<u>24/12</u>	<u>36/24</u>	<u>48/36</u>	<u>60/48</u>	<u>72/60</u>	<u>84/72</u>	<u>96/84</u>	<u>Ult/96</u>
2006								
2007								
2008	1.970	1.042	1.000	1.064	1.149			
2009	1.535	1.167	1.062	1.071				
2010	1.518	1.054	1.070					
2011	1.352	1.331						
2012	1.213							
2013								

Average	1.518	1.148	1.044	1.067	1.149			
Wtd. Ave.	1.388	1.180	1.063	1.070	1.149			
WtdL3	1.346	1.185	1.063	1.070	1.149			
Selected	1.346	1.185	1.063	1.070	1.046	1.000	1.000	1.000
Cumulative	1.897	1.409	1.189	1.119	1.046	1.000	1.000	1.000

Exhibit 4, Page 2  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Loss Development Factor  
Property Damage

Incurred Loss and DCCE

Accident Year	12	24	36	48	60	72	84	96
2006	0	0	0	0	0	0	0	0
2007	0	0	0	0	0	0	0	
2008	45,952	71,018	75,018	75,018	80,718	80,718		
2009	523,948	616,434	664,962	668,381	669,854			
2010	577,867	643,453	649,893	649,893				
2011	689,678	852,735	873,314					
2012	888,263	1,085,081						
2013	1,410,414							

Incurred Loss and DCCE Development

Accident Year	<u>24/12</u>	<u>36/24</u>	<u>48/36</u>	<u>60/48</u>	<u>72/60</u>	<u>84/72</u>	<u>96/84</u>	<u>Ult/96</u>
2006								
2007								
2008	1.545	1.056	1.000	1.076	1.000			
2009	1.177	1.079	1.005	1.002				
2010	1.113	1.010	1.000					
2011	1.236	1.024						
2012	1.222							
2013								

Average	1.259	1.042	1.002	1.039	1.000			
Wtd. Ave.	1.199	1.036	1.002	1.010	1.000			
WtdL3	1.197	1.036	1.002	1.010	1.000			
Selected	1.197	1.036	1.002	1.000	1.000	1.000	1.000	1.000
Cumulative	1.242	1.038	1.002	1.000	1.000	1.000	1.000	1.000

Exhibit 4, Page 3  
**United Automobile Insurance Company**  
 State of Arkansas  
 Personal Auto Liability

Loss Development Factor  
 Medical Payments

Incurred Loss and DCCE

Accident Year	12	24	36	48	60	72	84	96
2006	0	0	0	0	0	0	0	0
2007	0	0	0	0	0	0	0	
2008	0	0	0	0	0	0		
2009	0	0	0	0	0			
2010	0	0	0	0				
2011	500	8,370	8,370					
2012	1,500	0						
2013	2,000							

Incurred Loss and DCCE Development

Accident Year	<u>24/12</u>	<u>36/24</u>	<u>48/36</u>	<u>60/48</u>	<u>72/60</u>	<u>84/72</u>	<u>96/84</u>	<u>Ult/96</u>
2006								
2007								
2008								
2009								
2010								
2011	16.740	1.000						
2012	0.000							
2013								

Average	8.370	1.000						
Wtd. Ave.	4.185	1.000						
WtdL3	4.185	1.000						
Selected	1.114	1.064	1.000	1.000	1.000	1.000	1.000	1.000
Cumulative	1.186	1.064	1.000	1.000	1.000	1.000	1.000	1.000





Loss Development Factor  
Comprehensive

Accident Year		12	24	36	48	60	72	84	96
2006		0	0	0	0	0	0	0	0
2007		0	0	0	0	0	0	0	
2008		4,200	430	430	430	430	430		
2009		5,929	6,879	6,690	6,690	6,690			
2010		4,750	6,278	6,278	6,278				
2011		13,337	8,372	8,372					
2012		50,503	39,784						
2013		85,269							

Accident Year	<u>24/12</u>	<u>36/24</u>	<u>48/36</u>	<u>60/48</u>	<u>72/60</u>	<u>84/72</u>	<u>96/84</u>	<u>Ult/96</u>
2006								
2007								
2008	0.102	1.000	1.000	1.000	1.000			
2009	1.160	0.973	1.000	1.000				
2010	1.322	1.000	1.000					
2011	0.628	1.000						
2012	0.788							
2013								

[illegible]

**United Automobile Insurance Company**

State of Arkansas

Personal Auto Physical Damage

Loss Development Factor  
Collision

Incurred Loss and DCCE

Accident Year	12	24	36	48	60	72	84	96
2006	0	0	0	0	0	0	0	0
2007	0	0	0	0	0	0	0	
2008	2,221	1,610	1,610	1,610	1,610	1,610		
2009	41,588	63,847	64,217	64,217	64,217			
2010	7,234	7,234	7,234	7,234				
2011	25,424	26,762	26,943					
2012	103,331	109,300						
2013	349,713							

Incurred Loss and DCCE Development

Accident Year	<u>24/12</u>	<u>36/24</u>	<u>48/36</u>	<u>60/48</u>	<u>72/60</u>	<u>84/72</u>	<u>96/84</u>	<u>Ult/96</u>
2006								
2007								
2008	0.725	1.000	1.000	1.000	1.000			
2009	1.535	1.006	1.000	1.000				
2010	1.000	1.000	1.000					
2011	1.053	1.007						
2012	1.058							
2013								

Average	1.074	1.003	1.000	1.000	1.000			
Wtd. Ave.	1.161	1.006	1.000	1.000	1.000			
WtdL3	1.054	1.006	1.000	1.000	1.000			
Selected	1.054	1.006	1.000	1.000	1.000	1.000	1.000	1.000
Cumulative	1.060	1.006	1.000	1.000	1.000	1.000	1.000	1.000

Exhibit 5, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Loss Trend and Fixed Expense Trend

1. Bodily Injury Loss & DCCE Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.010	6/30/2009	12/31/2014	5.50	1.056
2010	1.010	6/30/2010	12/31/2014	4.50	1.046
2011	1.010	6/30/2011	12/31/2014	3.50	1.035
2012	1.010	6/30/2012	12/31/2014	2.50	1.025
2013	1.010	6/30/2013	12/31/2014	1.50	1.015

2. Property Damage Loss & DCCE Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

3. Medical Payments

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365$	$(2)^{(5)}$
2009	1.010	6/30/2009	12/31/2014	5.50	1.056
2010	1.010	6/30/2010	12/31/2014	4.50	1.046
2011	1.010	6/30/2011	12/31/2014	3.50	1.035
2012	1.010	6/30/2012	12/31/2014	2.50	1.025
2013	1.010	6/30/2013	12/31/2014	1.50	1.015

4. Uninsured Motorist Loss & DCCE Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.010	6/30/2009	12/31/2014	5.50	1.056
2010	1.010	6/30/2010	12/31/2014	4.50	1.046
2011	1.010	6/30/2011	12/31/2014	3.50	1.035
2012	1.010	6/30/2012	12/31/2014	2.50	1.025
2013	1.010	6/30/2013	12/31/2014	1.50	1.015



Exhibit 5, Page 2  
**United Automobile Insurance Company**  
 State of Arkansas  
 Personal Auto Liability and Physical Damage

Loss Trend and Fixed Expense Trend

5. Personal Injury Protection & DCCE Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
				$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.010	6/30/2009	12/31/2014	5.50	1.056
2010	1.010	6/30/2010	12/31/2014	4.50	1.046
2011	1.010	6/30/2011	12/31/2014	3.50	1.035
2012	1.010	6/30/2012	12/31/2014	2.50	1.025
2013	1.010	6/30/2013	12/31/2014	1.50	1.015

6. Comprehensive Loss & DCCE Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

7. Collision Loss & DCCE Trend Factor

Proposed

Effective Date 3/31/2014

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.000	6/30/2009	12/31/2014	5.50	1.000
2010	1.000	6/30/2010	12/31/2014	4.50	1.000
2011	1.000	6/30/2011	12/31/2014	3.50	1.000
2012	1.000	6/30/2012	12/31/2014	2.50	1.000
2013	1.000	6/30/2013	12/31/2014	1.50	1.000

8. Fixed Expense Trend Factor

(1)	(2)	(3)	(4)	(5)	(6)
Accident	Annual	Midpoint of	Midpoint of	Trend Period	Projection
Year	Trend	Experience	Effective	(Years)	Factor
			Period	$((4)-(3))/365.25$	$(2)^{(5)}$
2009	1.022	6/30/2009	12/31/2014	5.50	1.127
2010	1.022	6/30/2010	12/31/2014	4.50	1.103
2011	1.022	6/30/2011	12/31/2014	3.50	1.079
2012	1.022	6/30/2012	12/31/2014	2.50	1.056
2013	1.022	6/30/2013	12/31/2014	1.50	1.033

Exhibit 5, Page 3  
**United Automobile Insurance Company**  
 State of Arkansas  
 Personal Auto Liability and Physical Damage

Loss Trend and Fixed Expense Trend

Selected Annual Trends

Coverage	ISO Fast Track			Selected Annual Trend
	12 Pt Trend	8 Pt Trend	6 Pt Trend	
BI	-3.0%	-1.6%	1.9%	<b>1.0%</b>
PD	1.7%	2.0%	1.2%	<b>0.0%</b>
MP	NOT AVAILABLE			<b>1.0%</b>
UM				<b>1.0%</b>
PIP				<b>1.0%</b>
CP	-11.3%	-29.2%	-10.5%	<b>0.0%</b>
CL	0.2%	0.9%	3.0%	<b>0.0%</b>
Fixed Expense				<b>2.2%</b>

**United Automobile Insurance Company**

State of Arkansas

Personal Auto Liability

## Loss &amp; DCCE Trend Summary

## ISO Fast Track Data - Arkansas

Bodily Injury

12 Months Ending	Frequency	% Change from Same Qtr Prior Yr	Severity	% Change from Same Qtr Prior Yr	Pure Premium	% Change from Same Qtr Prior Yr
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2010 - 4	0.80%	0.0%	10,529	2.8%	83.85	2.5%
2011 - 1	0.79%	-1.3%	12,481	21.6%	99.07	20.7%
2011 - 2	0.77%	-4.9%	12,721	25.3%	98.41	19.5%
2011 - 3	0.76%	-7.3%	12,734	23.4%	96.42	14.5%
2011 - 4	0.76%	-5.0%	12,760	21.2%	96.58	15.2%
2012 - 1	0.77%	-2.5%	10,801	-13.5%	83.52	-15.7%
2012 - 2	0.79%	2.6%	10,770	-15.3%	85.13	-13.5%
2012 - 3	0.80%	5.3%	10,923	-14.2%	86.88	-9.9%
2012 - 4	0.79%	3.9%	11,174	-12.4%	88.44	-8.4%
2013 - 1	0.78%	1.3%	11,202	3.7%	87.84	5.2%
2013 - 2	0.78%	-1.3%	11,250	4.5%	87.68	3.0%
2013 - 3	0.78%	-2.5%	11,173	2.3%	87.55	0.8%
12 Pt Regression		0.1%		-3.2%		-3.0%
8 Pt Regression		0.9%		-2.7%		-1.6%
6 Pt Regression		-1.7%		3.2%		1.9%

Selected Loss Trend	1.0%
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Property Damage

12 Months Ending	Frequency	% Change from Same Qtr Prior Yr	Severity	% Change from Same Qtr Prior Yr	Pure Premium	% Change from Same Qtr Prior Yr
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2010 - 4	2.99%	-0.7%	2,966	0.8%	88.58	-0.1%
2011 - 1	2.94%	-2.6%	2,977	0.6%	87.64	-1.9%
2011 - 2	2.87%	-5.3%	2,989	0.7%	85.79	-4.5%
2011 - 3	2.90%	-4.0%	2,994	0.9%	86.69	-3.2%
2011 - 4	2.89%	-3.3%	3,022	1.9%	87.23	-1.5%
2012 - 1	2.95%	0.3%	3,012	1.2%	88.84	1.4%
2012 - 2	2.97%	3.5%	3,054	2.2%	90.56	5.6%
2012 - 3	2.95%	1.7%	3,034	1.3%	89.49	3.2%
2012 - 4	2.93%	1.4%	3,041	0.6%	89.10	2.1%
2013 - 1	2.88%	-2.4%	3,110	3.3%	89.46	0.7%
2013 - 2	2.90%	-2.4%	3,130	2.5%	90.87	0.3%
2013 - 3	2.86%	-3.1%	3,203	5.6%	91.55	2.3%
12 Pt Regression		-0.7%		2.4%		1.7%
8 Pt Regression		-1.2%		3.2%		2.0%
6 Pt Regression		-2.9%		4.1%		1.2%

Selected Loss Trend	0.0%
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Exhibit 5, Page 5  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Loss & DCCE Trend Summary

ISO Fast Track Data - Arkansas

Collision

12 Months Ending	Frequency	% Change from Same Qtr Prior Yr	Severity	% Change from Same Qtr Prior Yr	Pure Premium	% Change from Same Qtr Prior Yr
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2010 - 4	5.60%	-0.7%	3,099	1.0%	173.42	0.2%
2011 - 1	5.51%	-2.8%	3,166	2.7%	174.31	-0.2%
2011 - 2	5.40%	-4.8%	3,228	5.2%	174.16	0.1%
2011 - 3	5.30%	-6.4%	3,279	6.3%	173.77	-0.5%
2011 - 4	5.26%	-6.1%	3,355	8.3%	176.64	1.9%
2012 - 1	5.25%	-4.7%	3,280	3.6%	172.04	-1.3%
2012 - 2	5.24%	-3.0%	3,303	2.3%	172.98	-0.7%
2012 - 3	5.22%	-1.5%	3,287	0.2%	171.53	-1.3%
2012 - 4	5.18%	-1.5%	3,279	-2.3%	169.74	-3.9%
2013 - 1	5.16%	-1.7%	3,360	2.4%	173.39	0.8%
2013 - 2	5.20%	-0.8%	3,384	2.5%	175.87	1.7%
2013 - 3	5.17%	-1.0%	3,458	5.2%	178.66	4.2%
12 Pt Regression		-2.6%		2.9%		0.2%
8 Pt Regression		-1.1%		2.0%		0.9%
6 Pt Regression		-0.9%		4.0%		3.0%

Selected Loss Trend	0.0%
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Comprehensive

12 Months Ending	Frequency	% Change from Same Qtr Prior Yr	Severity	% Change from Same Qtr Prior Yr	Pure Premium	% Change from Same Qtr Prior Yr
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2010 - 4	7.82%	-3.9%	1,135	-19.1%	88.76	-22.3%
2011 - 1	7.54%	-8.6%	1,092	-20.9%	82.36	-27.7%
2011 - 2	8.84%	6.1%	1,474	12.3%	130.29	19.2%
2011 - 3	9.22%	17.8%	1,543	34.3%	142.31	58.1%
2011 - 4	9.14%	16.9%	1,571	38.4%	143.62	61.8%
2012 - 1	9.14%	21.2%	1,597	46.2%	145.85	77.1%
2012 - 2	7.46%	-15.6%	1,280	-13.2%	95.50	-26.7%
2012 - 3	7.05%	-23.5%	1,235	-20.0%	87.14	-38.8%
2012 - 4	6.98%	-23.6%	1,202	-23.5%	83.84	-41.6%
2013 - 1	6.91%	-24.4%	1,214	-24.0%	83.89	-42.5%
2013 - 2	6.85%	-8.2%	1,219	-4.8%	83.48	-12.6%
2013 - 3	6.63%	-6.0%	1,216	-1.5%	80.66	-7.4%
12 Pt Regression		-9.0%		-2.5%		-11.3%
8 Pt Regression		-17.1%		-14.7%		-29.2%
6 Pt Regression		-7.5%		-3.2%		-10.5%

Selected Loss Trend	0.0%
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Exhibit 5, Page 6  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Fixed Expense Trend Summary

Consumer Price Index

Year	Index Value	Annual % Change
2005	195.30	
2006	201.60	3.2%
2007	207.34	2.8%
2008	215.30	3.8%
2009	214.54	-0.4%
2010	218.06	1.6%
2011	224.94	3.2%
2012	229.59	2.1%
2013	232.96	1.5%
Average		2.2%
Selected		2.2%

Exhibit 6  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Adjusting and Other Expense

Calendar Year 2013

Source	Paid Loss & DCCE (1)	Paid AOE (2)	AOE Ratio (3)=(2)/(1)
Arkansas	3,275,838	392,146	12.0%
Selected			12.0%

Notes:

1. Arkansas Paid Loss & DCCE from Annual Statement Exhibit of Premiums and Losses (Statutory Page 14 data).
2. Arkansas Paid AOE provided by the Company.

Exhibit 7, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability

Projected Expenses

Statewide Auto Liability  
(000 Omitted)

		Calendar Year			Projected		
		2010	2011	2012			
Written Premium		2,408	2,575	4,276			
Expense Category					Expenses Projected at Current Rates		
					Fixed	Variable	Total
Commissions	\$	282	305	504			
	%	11.7%	11.8%	11.8%	0.0%	11.8%	11.8%
Taxes, Licenses, & Fees	\$	74	80	129			
	%	3.1%	3.1%	3.0%	0.0%	3.0%	3.0%

Countrywide Auto Liability  
(000 Omitted)

		Calendar Year			Projected		
		2010	2011	2012			
Earned Premium		176,050	204,999	212,864			
Expense Category					Expenses Projected at Current Rates		
					Fixed	Variable	Total
Other Acquisitions		2,478	2,051	2,096			
	%	1.4%	1.0%	1.0%	0.6%	0.6%	1.2%
General	\$	23,022	24,171	26,079			
	%	13.1%	11.8%	12.3%	6.2%	6.2%	12.4%

Total Auto Liability Expenses

Expense Category		Calendar Year			Expenses Projected at Current Rates		
		2010	2011	2012	Fixed	Variable	Total
Total	%	29.3%	27.7%	28.0%	6.8%	21.6%	28.4%

Notes:

- (1) Statewide amounts are from Arkansas Statutory Page 14 data.
- (2) Countrywide amounts are from the Insurance Expense Exhibit
- (3) Projected based on historical and budgeted amounts.

Exhibit 7, Page 2  
**United Automobile Insurance Company**  
 State of Arkansas  
 Personal Auto Physical Damage

Projected Expenses

Statewide Auto Physical Damage  
 (000 Omitted)

	Calendar Year				Projected		
	2010	2011	2012				
Written Premium	64	120	581				
Expense Category					Expenses Projected at Current Rates		
					Fixed	Variable	Total
Commissions \$	7	13	66				
%	10.9%	10.8%	11.4%		0.0%	11.8%	11.8%
Taxes, Licenses, \$	2	4	17				
& Fees %	3.1%	3.3%	2.9%		0.0%	3.0%	3.0%

Countrywide Auto Physical Damage

	Calendar Year				Projected		
	2010	2011	2012				
Earned Premium	37,939	40,314	37,846				
Expense Category					Expenses Projected at Current Rates		
					Fixed	Variable	Total
Other Acquisitions	520	408	368				
%	1.4%	1.0%	1.0%		0.6%	0.6%	1.2%
General \$	4,828	4,803	4,575				
%	12.7%	11.9%	12.1%		6.2%	6.2%	12.4%

Total Auto Physical Damage Expenses

Expense Category	Calendar Year				Expenses Projected at Current Rates		
	2010	2011	2012		Fixed	Variable	Total
Total %	28.2%	27.1%	27.3%		6.8%	21.6%	28.4%

Notes:

- (1) Statewide amounts are from Arkansas Statutory Page 14 data.
- (2) Countrywide amounts are from the Insurance Expense Exhibit
- (3) Projected based on historical and budgeted amounts.



Exhibit 8, Page 1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Estimated Investment Earnings on Unearned Premium Reserves and Loss Reserves

(A)	Unearned Premium Reserve	<u>Liability</u>	<u>Phys. Dam.</u>
(1)	Projected Countywide Earned Premium	216,454	38,484
(2)	Mean Unearned Premium Reserve	76,838	15,685
(3)	Percentage Pre-Paid Expense	21.6%	21.6%
	(a) Commission and Brokerage Fees (Exhibit 8, Page 2)	11.8%	11.8%
	(b) 50% General & Other Acq. Expenses (Exhibit 7)	6.8%	6.8%
	(c) Taxes, Licenses & Fees (Exhibit 8, Page 2)	3.0%	3.0%
(4)	Deduction for Federal Income Taxes Payable	7.0%	7.0%
(5)	Total Prepaid Expense = (A.2) x [(A.3) + (A.4)]	21,974	4,485
(6)	Portion Subject to Investment Income = (A.2) - (A.5)	54,864	11,199
(B)	Delayed Remission of Premiums		
(1)	Average Agents' Balance as % of Premium	38.0%	38.0%
(2)	Total Delayed Remission = (A.1) x (B.1)	82,253	14,624
(C)	Loss & LAE Reserve		
(1)	Expected Loss & LAE Ratio (Exhibit 8, Page 2)	66.6%	66.6%
(2)	Expected Loss & LAE = (A.1) x (C.1)	144,164	25,631
(3)	Reserve to Incurred Ratio	66.3%	-0.6%
(4)	Expected Loss & LAE Reserves = (C.2) x (C.3)	95,635	-146
(D)	Policyholder Funds Subject to Investment Income = (A.6)-(B.2)+(C.4)	68,246	0
(E)	2011 After Tax Rate of Return	1.7%	1.7%
(F)	Investment Earnings on Policyholder Supplied Funds = (D) x (E)	1,160	0
(G)	After-Tax Investment Income on Policyholder Supplied Funds = (F)/(A.1)	0.5%	0.0%

Exhibit 8, Page 1.1  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Notes on Exhibit 8, Page 1

		<u>Liability</u>	<u>Phys. Dam.</u>
(A.1)	Projected Countywide Earned Premium 2012 Company IEE, Part III, Lines 19.1, 19.2, 21.1 Column 3	216,454	38,484
(A.2)	Mean Unearned Premium Reserve	76,838	15,685
(1)	Calendar Year 2012 Unearned Premium Reserve 2011 Company IEE, Part III, Column 19, Lines 19.1, 19.2 and 21.1	74,499	15,018
(2)	Calendar Year 2011 Unearned Premium Reserve 2010 Company IEE, Part III, Column 19, Lines 19.1, 19.2 and 21.1 Portion Subject to Investment Income = (A.2) - (A.5)	79,176	16,351
(A.4)	The Tax Reform Act of 1986 taxes 20% of the unearned premium reserve. At a corporate rate of 35%, this tax equals 7% (=20% x 35%).		
(B.1)	Selected Agents' Balances	38.0%	38.0%
	Company - Calendar Year 2012 PPA Agents' Balances	38.3%	37.8%
	Company - Calendar Year 2011 PPA Agents' Balances	44.6%	45.1%
(C.3)	(1) CY 2012 Company - Countrywide PPA Unpaid Loss & LAE 2012 IEE, Part III, Lines 19.1, 19.2, 21.1, Columns 13, 15, 17	108,924	22
	(2) CY 2011 Company - Countrywide PPA Unpaid Loss & LAE 2010 IEE, Part III, Lines 19.1, 19.2, 21.1, Columns 13, 15, 17	116,820	-261
	(3) Average Unpaid Loss & LAE = [(1)+(2)]/2	112,872	-120
	(4) CY 2012 Company - Countrywide PPA Incurred Loss & LAE 2012 IEE, Part III, Lines 19.1, 19.2, 21.1, Columns 7, 9, 11	170,147	20,952
	(5) Reserve to Incurred Ratio = (3) / (4)	66.3%	-0.6%
	(6) Selected Reserve to Incurred Ratio	66.3%	-0.6%

Exhibit 8, Page 2  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Permissible Loss & LAE Ratio

		Liability	Phys Dam
A	Commissions	11.8%	11.8%
B	Other Acquisitions	1.2%	1.2%
C	General Expense	12.4%	12.4%
D	Taxes, Licenses, and Fees	3.0%	3.0%
E	Underwriting Profit	5.0%	5.0%
F	Subtotal	33.4%	33.4%
G	Permissible Loss & LAE Ratio	66.6%	66.6%
H	Total	100.0%	100.0%

**Notes:**

See Exhibit 7 for selected expenses.

Exhibit 9  
**United Automobile Insurance Company**  
State of Arkansas  
Personal Auto Liability and Physical Damage

Credibility Factors

We used a full credibility standard of 3,000 reported claims. For partial credibility, we used the square root rule. Below is the credibility by coverage:

Line Of Insurance	Reported	
	Claims	Credibility
Bodily Injury	1,267	0.65
Property Damage	2,169	0.85
Medical Payments	15	0.07
Uninsured Motorist	370	0.35
Personal Injury Protection	29	0.10
Comprehensive	92	0.18
Collision	385	0.36
Auto Liability	3,850	1.00
Auto Physical Damage	477	0.40

Exhibit A1

Coverage Indication	3.9%
Selected Overall Base Rate Change:	3.9%

Exhibit A2

Exhibit A2

Exhibit D1

Exhibit D1

Exhibit D@

Coverage Indication	-2.2%
Selected Overall Base Rate Change:	-2.0%



United Automobile Insurance Company  
State of Arkansas  
Personal Auto  
Point Factor Analysis

Bodily Injury

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)
	2013 BI Earned Premium	Current Level Proxy Exposure Dist.	2009-2013 Reported Loss Ratio	BI Loss Ratio Relativity Change	BI Claims	Credibility	Current BI Factors	Capped Credibility- Weighted Indicated Change	Indicated BI Factors	Indicated BI Factors Rebased	Selected BI Factors	Selected BI Change
0	2,017,338	95.5%	43.1%	-4.1%	1,588	72.8%	1.00	-3.02%	0.97	1.00	1.00	0.0%
1	2,270	0.1%	0.0%	-100.0%	2	2.6%	1.05	0.00%	1.05	1.08	1.08	2.9%
2	15,406	0.7%	106.1%	135.8%	12	6.3%	1.10	0.00%	1.10	1.13	1.13	2.7%
3	765	0.0%	0.0%	-100.0%	0	0.0%	1.15	0.00%	1.15	1.19	1.19	3.5%
4	73,696	2.9%	99.5%	121.1%	63	14.5%	1.20	10.00%	1.32	1.36	1.36	13.3%
5	9,757	0.3%	35.0%	-22.2%	7	4.8%	1.35	0.00%	1.35	1.39	1.39	3.0%
6	2,418	0.1%	59.2%	31.6%	1	1.8%	1.45	0.00%	1.45	1.50	1.50	3.4%
7	295	0.0%	171.2%	280.4%	1	1.8%	1.50	0.00%	1.50	1.55	1.55	3.3%
8	8,981	0.3%	0.0%	-100.0%	2	2.6%	1.60	0.00%	1.60	1.65	1.65	3.1%
9	2,292	0.1%	128.5%	185.7%	2	2.6%	1.70	0.00%	1.70	1.75	1.75	2.9%
10	53	0.0%	0.0%	-100.0%	0	0.0%	1.85	0.00%	1.85	1.91	1.90	2.7%
11	215	0.0%	0.0%	-100.0%	0	0.0%	2.00	0.00%	2.00	2.06	2.00	0.0%
12	1,516	0.0%	0.0%	-100.0%	0	0.0%	2.15	0.00%	2.15	2.22	2.15	0.0%
Total/Avg.	2,135,003	100.0%	45.0%	0.0%	1,678		1.01	0.00%	0.99	1.02	1.02	0.4%

Notes:

1. Column (2) is the distribution of EP after the impact of factors are removed.
2. Column (4) is column (3)/average of column (3) -1.
3. Column (6) is the square root of (claims/3000).
4. Column (8) is calculated as  $[(5) \times (7) + (1 - (7))]$ , capped at +/- 10% if credibility > 10% and otherwise 0%.
5. Column (9) is calculated as  $[\text{column (8)} + 1] \times \text{column (7)}$ .
6. Column (10) is column (9)/zero point column (9) factor.
7. Column (11) is selected to ensure factors increase as points increase.
8. Column (12) is column (11)/column (7) -1.
9. 12 Points is "12-18" Points

United Automobile Insurance Company State of Arkansas Personal Auto Proposed Renewal Discount Change  Bodily Injury														
	2013 BI Proxy Expos Dist	2009-2013 Reported Loss Ratio	Loss Ratio Relativity	Reported Claim Counts	Credibility	Current BI Renewal Factor	Current BI Renewal Factor Relativity	Credibility Weighted Indicated Renewal Factor Relativity	Credibility Weighted Indicated Renewal Factor Change	Indicated Renewal Factor	Proposed Renewal Factor	Proposed Renewal Factor Change	Proposed Renewal Factor Change	Proposed Renewal Factor Relativity
Renewal Yes	48.9%	38.4%	0.878	496	41%	0.90	0.946	0.885	-6.5%	0.80	0.85	-5.6%		0.917
No	51.1%	48.8%	1.117	1,182	63%	1.00	1.051	1.111	5.6%	1.11	1.00	0.0%		1.079
Total	100.00%	43.7%	1.000	1,678		0.95	1.000	1.000	0.0%	0.96	0.93	-2.6%		1.000

United Automobile Insurance Company

State of Arkansas

Personal Auto

Proposed EFT Factor

Bodily Injury

Pay Type	2013 EP	Proxy Expo		Reported Claim		Loss Ratio		Credible Loss	Normalized	Current	Indicated	Selected
		Dist		Count	Credibility	Loss Ratio	Relativity	Ratio	Credible Loss			
								Ratio	Ratio	Pay Type	Pay Type	Pay Type
								Relativity	Relativity	Factor	Factor	Factor
Credit Card	678	0%		0	0.0%	0.00	0.00	1.00	0.99	1.00	0.99	0.95
EFT	34,821	2%		8	5.2%	0.05	0.12	0.95	0.95	0.95	0.90	0.95
Other	2,099,503	98%		1,688	75.0%	0.45	1.01	1.01	1.00	1.00	1.00	1.00
Grand Total	2,135,003	100%		1,696		0.45	1.00	1.01	1.00	1.00	1.00	1.00

United Automobile Insurance Company

State of Arkansas

Personal Auto

Proposed EFT Factor

Property Damage

Pay Type	2013 EP	Proxy Expo		Reported Claim		Loss Ratio		Credible Loss	Normalized	Current	Indicated	Selected
		Dist		Count	Credibility	Loss Ratio	Relativity	Ratio	Credible Loss			
								Relativity	Ratio	Factor	Factor	Factor
Credit Card	723	0%		0	0.0%	0.00	0.00	1.00	1.00	1.00	1.00	0.95
EFT	37,602	2%		23	8.8%	0.29	0.46	0.95	0.95	0.95	0.90	0.95
Other	2,279,996	98%		3,038	100.0%	0.62	1.01	1.01	1.00	1.00	1.00	1.00
Grand Total	2,318,321	100%		3,061		0.62	1.00	1.00	1.00	1.00	1.00	1.00

United Automobile Insurance Company

State of Arkansas

Personal Auto

Proposed EFT Factor

Comprehensive

Pay Type	2013 EP	Proxy Expo		Reported Claim		Loss Ratio		Credible Loss	Normalized	Current Pay Type Factor	Indicated Pay Type Factor	Selected Pay Type Factor
		Dist		Count	Credibility	Loss Ratio	Relativity	Ratio	Credible Loss Ratio			
Credit Card	0	0%		0	0.0%	0.00	0.00	1.00	0.99	1.00	0.99	0.95
EFT	7,955	2%		0	0.0%	0.00	0.00	1.00	0.99	0.95	0.95	0.95
Other	223,415	98%		94	17.7%	0.26	1.03	1.01	1.00	1.00	1.00	1.00
Grand Total	231,370	100%		94		0.25	1.00	1.01	1.00	1.00	1.00	1.00

United Automobile Insurance Company

State of Arkansas

Personal Auto

Proposed EFT Factor

Collision

Pay Type	2013 EP	Proxy Expo		Reported Claim		Loss Ratio		Credible Loss	Normalized	Current	Indicated	Selected
		Dist		Count	Credibility	Loss Ratio	Relativity	Ratio	Credible Loss			
								Ratio	Ratio	Pay Type	Pay Type	Pay Type
								Relativity	Relativity	Factor	Factor	Factor
Credit Card	0	0%		0	0.0%	0.00	0.00	1.00	1.00	1.00	1.00	0.95
EFT	19,700	3%		6	4.5%	0.30	0.59	0.98	0.98	0.95	0.93	0.95
Other	573,927	97%		367	35.0%	0.52	1.01	1.00	1.00	1.00	1.00	1.00
Grand Total	593,628	100%		373		0.51	1.00	1.00	1.00	1.00	1.00	1.00

**United Automobile Insurance Company**  
Arkansas Private Passenger Auto  
Filing Memorandum

The attached exhibits and explanatory notes present the latest review of our United Automobile Insurance Company private passenger automobile line of business for the state of Arkansas. We are proposing a revision to the rates effective May 1, 2014 for new business and June 15, 2014 for renewal business.

The previous rate filing was effective February 1, 2013 with an overall rate change of +4.7%. In this filing, we are proposing an overall rate change of 3.9%. The Actuarial Indication shows an overall rate change of +5.3%. The indicated change and proposed rate impact by coverage are shown below:

	<b>Indicated</b>	<b>Proposed</b>
BI	3.9%	1.7%
PD	8.8%	7.8%
PIP	20.0%	10.1%
CP	-6.2%	-5.7%
CL	-2.2%	-2.0%
MP	8.5%	7.5%
UM	13.5%	10.0%
<b>Total</b>	<b>5.3%</b>	<b>3.9%</b>

**UW Manual changes by page**

- Cover Page, Effective Dates revised
- Page I, Table of Contents revised.
- Page 3 F – Added option for higher down percentage and fewer payments.
- Page 4 – Removed statement describing first payment due date.
- Page 4 H - Recurring Payment Plan changed to Electronic Funds Transfer. Language revised to include credit and debit cards as eligible for the EFT Discount.
- Page 10 Rule 6 – 7 Referenced rule number revised to correct rule.
- Page 11 Rule 23 c.. – Maximum vehicle age for Physical Damage coverage expanded to 20 years.
- Page R-1, Base Rates for all coverages revised.
- Page R-5, Select Surcharge Point factors revised.
- Page R-6, Renewal Factor for BI revised
- Page R-6 Coverage Header for TOW changed to TOW & RENT RE in both the Discount and Surcharge Table

# UNITED AUTOMOBILE INSURANCE COMPANY



CURRENTLY LICENSED IN ARKANSAS, ILLINOIS, FLORIDA, TEXAS, GEORGIA, LOUISIANA,  
MISSISSIPPI, OKLAHOMA, UTAH, INDIANA, NEVADA, KENTUCKY, PENNSYLVANIA, ARIZONA,  
SOUTH CAROLINA & KANSAS

## ARKANSAS UNDERWRITING GUIDE

**REVISED/EFFECTIVE ~~August 1, 2013~~ February May 1, 2014 -  
NEW BUSINESS**

**EFFECTIVE ~~August 1, 2013~~ March June 15, 2014 - RENEWALS**

PO BOX 694140  
MIAMI, FL 33269-1140  
(800) 255-9887



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## E. UNDERWRITING RULES

1. Only 6 and 12-month policies will be written.
2. All insured drivers on the policy must possess a valid driver's license.
3. Failure to list all drivers or licensed members of the insured's household may result in a denial of coverage on the basis of a material misrepresentation.
4. A Driver Exclusion is required for any member of the household age 14 or older that is not named as a driver on the policy.
5. We will insure one more vehicle than the number of drivers in the household. Extra vehicles will be rated as a 0MM driver class. (Exceptions at UW Manager's discretion.)
6. Non-Owner risks are accepted. (See Non-Owners in the Coverages section of the manual).
7. We will not accept more than one policy per household. (Exceptions at UW Manager's discretion).
8. Total discounts shall not exceed 40% of total premium.
9. Mileage to and from work (business,  $\leq 20$  miles,  $> 20$  miles) must be included for all vehicles on the application.
10. Motor Vehicle Reports (MVR's) will be obtained for all operators on new business.
11. WHOLE DOLLAR RULE - All premiums for each coverage must be rounded to the nearest whole dollar. A premium of \$.50 or more will be rounded to the higher whole dollar.
12. Pick-up trucks and mini-vans are acceptable. (See Unacceptable Risks #6).
13. Physical Damage coverage will not be written without Liability coverage and cannot be added mid-term to an existing vehicle without photos and a vehicle inspection form completed by the agent.
14. For Physical Damage coverage, all vehicles must be inspected prior to binding and an inspection form will print at the point of sale. If the vehicle has pre-existing damage, inspection photos are required for physical damage coverage and must be uploaded. If photos are submitted, the inspection form is not required.
15. In order to accept any driver over the age of seventy (70), a detailed medical statement signed by a physician must be submitted with the application, and the MVR must be clean. This applies to new business and any additional drivers (over age 70) added to the policy. We will allow the applicant 20 days from the effective date to obtain the Medical Statement.
16. OUT OF STATE DRIVERS LICENSE (issued by a U.S. State) will be accepted without a surcharge. A surcharge shall apply for an out of state drivers license with an unverifiable MVR. This surcharge applies to BI, PD, COMP, and COLL.
17. OUT OF COUNTRY/FOREIGN GOVERNMENT DRIVERS LICENSE will be accepted, however, the license must be issued by a foreign government. A surcharge shall apply to BI, PD, COMP and COLL. (Unverifiable MVR surcharge does not apply to these drivers.)
18. TEMPORARY DRIVER PERMITS will be accepted with a surcharge applied to BI, PD, COMP, and COLL; however, policies will not be renewed unless a permanent Arkansas license has been obtained. The temporary driver may not be the principal operator.
19. INEXPERIENCED OPERATOR will be accepted with a surcharge for drivers licensed less than 3 years (if 19 years of age or older). The surcharge will be applied to BI, PD, COMP, and COLL.
20. MOTOR VEHICLE RECORD – A surcharge shall apply to any policy with an unverifiable MVR. This surcharge applies to BI, PD, COMP, and COLL.
21. Business use is accepted with a surcharge applied to BI, PD, COMP, and COLL for the following occupations: Ex. Real estate professionals, home nurses, physical therapists and occupational therapists. All other business uses are unacceptable (see unacceptable risks #7).

## F. PAYMENTS

1. Make all payments to: United Automobile Insurance Company.
2. If the MVR discloses an additional surcharge, the policy will be issued for the corrected premium and will be terminated if the surcharge is not paid by the due date.
3. 6 and 12 Month Policy:
  - Available Installment Plans.

- 6-month down payment @ 18% with the remainder spread evenly across 5 monthly payments. 12-month down payment @ 9% with the remainder spread evenly across 11 monthly payments.

- 6 month: Down payment @ 24.2%, with the remainder spread evenly across 4 monthly payments. 12 month: Down payment @ 12.1% with the remainder spread evenly across 10 monthly payments.

- Insured will be billed directly for each payment due.
- ~~The first due date is 18 days after the policy is issued and the cancellation date is 30 days after the policy is issued.~~
- If payment is not received by the due date, a cancellation notice with proof of mailing is issued.
- Payments received in excess of the amount due will be applied to the next installment or installments due, in order, until the excess is fully applied. Any funds remaining will be refunded to the insured. Amounts less than \$5 will only be returned if requested by the insured in writing.
- If payment is less than amount invoiced, a cancellation notice will be generated.
- Return premium endorsements will reduce the amount of the next installment or installments until the excess is fully applied.
- Additional premium (AP) endorsements – Additional premium (AP) will require a down payment in order to keep the account current for billing and the remainder will be divided equally over the remaining payments.
- On a cancelled policy, reinstatements and rewrites are permitted with a maximum lapse of 30 days. Beyond 30 days a new application is required.
- All payments posted by agent into UAIC system shall be deposited into agent's bank account and swept 3 days from inception of policy.
- Renewals will be sent 35 days prior to policy expiration to both the agent and the insured.

## G. FEES

**NOTE:** All fees are excluded from written and earned premium calculations used to determine commissions.

### 1. ALL POLICIES

#### a. Policy Fee \$8

A \$8 policy fee will be charged and is included in the down payment required at policy inception. This fee applies to new and renewal business.

#### b. Installment Fee \$8

A \$8 installment fee will be included in each installment bill.

### 2. ALL POLICIES

#### a. NSF Fee \$30

A \$30 fee will be charged for payments returned for non-sufficient funds.

## H. ELECTRONIC FUNDS TRANSFER (EFT) RECURRING PAYMENT PLANS

Electronic Funds Transfer (EFT) A Recurring Payment Plan (RPP) is available for Direct Bill policies with terms of 6 and 12 months. Policies with RPP EFT policies are automatically renewed unless a written cancellation request is submitted to the company by the insured. The EFT RPP is ———cancelled by us when the following occurs: the policy is cancelled, invalid account —information is provided, or a lapse notice is generated, or the policy is non-renewed. New account information will be —required for any rewrites.

### 1. Bank Account ~~(EFT)~~

Insureds have the option to authorize recurring payments via direct debit to their bank account. Premium payments are automatically deducted from the insured's account. ~~RPP is cancelled by us when the following occurs: the policy is cancelled, invalid account information is provided, or a lapse notice is generated. New account information will be required for any rewrites.~~

### 2. Debit / Credit Card

Insureds have the option to authorize recurring payments via debit card or credit card. Premium payments are automatically charged to the debit or credit card. ~~RPP is cancelled by us when the following occurs: the policy is cancelled, invalid debit or credit card~~

~~information is provided, or a lapse notice is generated. New debit or credit card information will be required for any rewrites.~~

an active policy with another automobile insurance company. This discount applies to the initial term only.

#### **Rule 4: ENDORSEMENTS**

All endorsement requests must be entered into our Internet Endorsement site - [www.uaic.com](http://www.uaic.com) - and the appropriate premium collected. The endorsement declarations page must be signed by both the Named Insured and Agent and archived by the agent.

**A. In the event the Internet connection is unavailable;**

1. Fax a completed "Endorsement Request Form" for any changes including adding cars, coverages, drivers, or changing name, address, marital status, etc. to an existing policy.
2. When adding cars/coverages, or when making any change to an existing policy involving additional premiums, archive the completed "Endorsement Request Form" and submit the developed additional premium from the endorsement. If the deposit is more than the additional premium required for the endorsement, any excess payment, if any, will be sent to the insured. If the deposit is insufficient to cover the additional premium required by the endorsement, the company will bill the insured for the amount of shortage and the insured must pay upon receipt of notice of such shortage. If not paid, the policy will be cancelled for non-payment.
3. **There will be a surcharge for any Unacceptable Risk.**
4. **No mid-term endorsements of COMP/COLL are permitted unless the agent completes a vehicle inspection form and gets photos of the vehicle.**

#### **Rule 5: RISKS REQUIRING ADDITIONAL DOCUMENTATION FOR ACCEPTABILITY**

1. All persons with Epilepsy, that have had a Stroke or Heart Attack, Loss of Eye, and/or Cerebral Palsy must submit an UAIC "Physician Health Statement Form" signed by a physician with the application.
2. All persons with a loss of limb must submit proof of compensatory vehicle modification. (Proof is a written or typed statement signed by the insured.)
3. All applications with drivers who have attained their seventieth (70<sup>th</sup>) birthday must be accompanied by a "Physician Health Statement" completed and executed by a medical physician certifying the seventy (70) or older driver to be mentally and physically capable of operating a motor vehicle on public roadways without endangering the public.
4. All applications with a pickup truck or van insured must include an "Affidavit of Non - Business Use".

#### **Rule 6: UNACCEPTABLE RISKS**

1. Applications without the insured's physical garaging address for vehicle(s).
2. Vehicles over forty (40) model years old for liability coverage.
3. Campers, dune buggies, racing vehicles, taxi cabs, daycare vans, emergency vehicles, delivery or livery vehicles, mail or newspaper delivery, fire department vehicle, collections, kit or antique cars, customized or modified vehicles, conversion vans flat or stake-bed pickups, vehicles with suspension modifications; for any coverage.
4. Students attending school outside Arkansas.
5. Military operators (acceptable if driver is stationed in Arkansas).
6. Pickups or vans with a load capacity over 1 ton for any coverage.
7. Business use, other than Underwriting Rule #~~1921~~, is unacceptable and subject to a surcharge.
8. Drivers with a suspended or revoked Arkansas license.
9. Any person living or working in Mexico.
10. Professional athletes and celebrities.

11. Any driver with four (4) or more at fault accidents within the past 36 months. (any violations that occurred more than thirty-six (36) months immediately preceding the upcoming anniversary date will not be counted as unacceptable.)
12. Vehicles making regular and frequent trips beyond a fifty (50) mile radius.
13. Trucks hauling gasoline, fuel oil, liquefied petroleum, gas or explosive.
14. Driver training cars or racing vehicles.
15. Vehicles garaged away from the residence a substantial part of the time.
16. Unlicensed drivers.
17. No drivers with MVR points in excess of eighteen (18) within the past 36 months.
18. No flatbed trucks or any vehicle equipped with power/manual winch or fifth-wheel conversions.
19. Making false accident reports or committing insurance fraud.
20. Any driver with a combination of two (2) or more Driving Under the Influence of Alcohol (DUIA), Driving Under the Influence of Drugs (DUID, Driving Under the Influence of Narcotics (DUIN) or Refusal to Submit.
21. A surcharge will be applied to all premiums for any unacceptable risk. This includes, but is not limited to unacceptable drivers or if the insured moves out of state or when an unacceptable driver is added to a policy that is already in force.
22. Passenger Vans with seating capacity of twelve (12) or more seats.
23. The following are **NOT ACCEPTABLE FOR PHYSICAL DAMAGE COVERAGE** except as a replacement vehicle with \$1000/\$1000 deductible and a premium surcharge:
  - a. All vehicles with an ISO rating symbol of 60 or higher (26 or higher for Model Years 2010 and prior) or an ACV in excess of \$65,000.
  - b. Physical Damage without Liability.
  - c. Vehicles over ~~twenty fifteen~~ (1520) years old.
  - d. All non-metallic vehicles (Corvette, Fiero, etc.).
  - e. Vehicles with pre-existing and unrepaired damage.
  - f. All vehicles over 1 ton.
  - g. Non- owner policies.
  - h. Conversion vans and panel vans.
  - i. All of the following, (call if in doubt):

<b>Acura</b>	RAM Van 3500	<b>Jaguar</b>	<b>Mosler</b>	<b>Shelby</b>
NSX	Viper	All Models	All Models	All Models
<b>Alfa Romeo</b>	Stealth R/T	<b>Lamborghini</b>	<b>Nissan</b>	<b>Spyker</b>
All models	Stealth Turbo	All Models	Z Models	All Models
<b>Aston Martin</b>	Any SRT	<b>Land Rover</b>	GTR	<b>Sterling</b>
All models	<b>Ferrari</b>	All Models	<b>Panoz</b>	All Models
<b>Audi</b>	All Models	<b>Lexus</b>	All Models	<b>Subaru</b>
S4, 5, 6, & 8 Series, TTS	<b>Ford</b>	L Series	<b>Pantera</b>	STI Series
<b>Bentley</b>	GT	<b>Lotus</b>	All models	<b>Suzuki</b>
All models	E series	All Models	<b>Pontiac</b>	Samurai
<b>BMW</b>	350 Super Duty	<b>Maybach</b>	Firebird	Sidekick
5,6,7,8,M,X5,X6, & Z Series	Transit	All Models	Trans Am	<b>Tesla</b>
<b>Bugatti</b>	Cobra	<b>Mercedes-Benz</b>	<b>Porsche</b>	All Models
All models	Roush	400 Series	All Models	<b>Toyota</b>
<b>Cadillac</b>	Boss 302	500 Series	<b>Qvale</b>	Land Cruiser
V Series	<b>GMC</b>	600 Series	All Models	<b>Yugo</b>
<b>Chevrolet</b>	Sierra 3500	E, G, S, SL, CL Series	<b>Renault</b>	All Models
Corvette	Savana Cargo	R and AMG Series	All Models	
Camaro V8	Savana Passenger	<b>Maserati</b>	<b>Rolls-Royce</b>	12-15 Passenger Vans
Monte Carlo SS	Quad Steer	All Models	All Models	
Express G 2500	<b>Hummer</b>	<b>Mitsubishi</b>	<b>Rover</b>	<b>KIT Cars</b>
Express G 3500	All Models except H3	G Eclipse Spyder	All Models	<b>Custom Vehicles</b>
<b>Chrysler</b>	<b>Hyundai</b>	3000 Series	<b>Saab</b>	
Prowler	EQUUS	<b>Morgan</b>	900 Turbo	
<b>Dodge</b>	<b>Infiniti</b>	All Models	<b>Saleen</b>	
Ram 3500 P/U	Q Series		All Models	



# ARKANSAS BASE RATES - SEMI-ANNUAL

Terr.	25/50	25	\$1,000	25/50	25/50	\$200 Ded.	PIP			\$500 Ded.	\$500 Ded.
	BI	PD	MP	UM/BI	UIM/BI	UM/PD	Income Loss	Medical Expense	Accidntl Death	COMP	COLL
1	<del>157</del> 157	<del>160</del> 160	<del>3835</del>	<del>114</del> 104	<del>3128</del>	<del>4440</del>	<del>3633</del>	<del>143</del> 130	<del>3935</del>	<del>187</del> 200	<del>390</del> 400
2	<del>123</del> 122	<del>152</del> 136	<del>3835</del>	<del>9082</del>	<del>3027</del>	<del>4238</del>	<del>3431</del>	<del>119</del> 108	<del>3633</del>	<del>159</del> 170	<del>341</del> 350
3	<del>125</del> 128	<del>138</del> 130	<del>3835</del>	<del>6357</del>	<del>3128</del>	<del>4238</del>	<del>3431</del>	<del>121</del> 110	<del>3734</del>	<del>154</del> 165	<del>331</del> 340
4	<del>113</del> 118	<del>120</del> 118	<del>3936</del>	<del>5954</del>	<del>3128</del>	<del>4440</del>	<del>3532</del>	<del>124</del> 113	<del>3935</del>	<del>130</del> 135	<del>286</del> 300
5	<del>120</del> 119	<del>131</del> 124	<del>4340</del>	<del>6862</del>	<del>3128</del>	<del>4238</del>	<del>5247</del>	<del>149</del> 135	<del>5752</del>	<del>96</del> 105	<del>239</del> 245
6	<del>126</del> 128	<del>142</del> 137	<del>4340</del>	<del>9183</del>	<del>3128</del>	<del>3633</del>	<del>3633</del>	<del>149</del> 135	<del>3935</del>	<del>135</del> 145	<del>360</del> 325
8	<del>114</del> 112	<del>127</del> 122	<del>4340</del>	<del>6256</del>	<del>3128</del>	<del>4137</del>	<del>5247</del>	<del>149</del> 135	<del>5752</del>	<del>95</del> 106	<del>241</del> 253
9	<del>140</del> 138	<del>161</del> 153	<del>4441</del>	<del>9586</del>	<del>3330</del>	<del>4440</del>	<del>3633</del>	<del>143</del> 130	<del>4036</del>	<del>142</del> 155	<del>300</del> 310
10	<del>136</del> 134	<del>157</del> 144	<del>4340</del>	<del>6660</del>	<del>3128</del>	<del>4440</del>	<del>3633</del>	<del>154</del> 140	<del>3935</del>	<del>113</del> 115	<del>308</del> 290
11	<del>177</del> 162	<del>181</del> 166	<del>4845</del>	<del>5752</del>	<del>3431</del>	<del>4036</del>	<del>3633</del>	<del>160</del> 145	<del>3935</del>	<del>94</del> 100	<del>245</del> 245
12	<del>170</del> 162	<del>174</del> 162	<del>5147</del>	<del>9990</del>	<del>3532</del>	<del>4238</del>	<del>3633</del>	<del>171</del> 155	<del>3935</del>	<del>138</del> 148	<del>294</del> 308
14	<del>179</del> 160	<del>193</del> 178	<del>5349</del>	<del>6963</del>	<del>3532</del>	<del>4137</del>	<del>3935</del>	<del>187</del> 170	<del>4137</del>	<del>133</del> 146	<del>308</del> 330
15	<del>166</del> 155	<del>181</del> 176	<del>6157</del>	<del>6963</del>	<del>4339</del>	<del>4339</del>	<del>4642</del>	<del>209</del> 190	<del>5045</del>	<del>130</del> 135	<del>309</del> 330
16	<del>120</del> 120	<del>123</del> 119	<del>3936</del>	<del>9183</del>	<del>3027</del>	<del>4238</del>	<del>3431</del>	<del>138</del> 125	<del>3633</del>	<del>140</del> 150	<del>307</del> 320
17	<del>102</del> 102	<del>131</del> 115	<del>3936</del>	<del>10293</del>	<del>3027</del>	<del>4844</del>	<del>3431</del>	<del>138</del> 125	<del>3633</del>	<del>8085</del>	<del>193</del> 200
18	<del>160</del> 156	<del>172</del> 160	<del>3936</del>	<del>4440</del>	<del>3128</del>	<del>3935</del>	<del>3532</del>	<del>124</del> 113	<del>3935</del>	<del>154</del> 165	<del>331</del> 340

## POLICY TERM

Rates shown in this manual are for a semi-annual (6 month) term policy.

Rates for the annual (12 month) policy are multiplied by 2

## PIP

Medical Expense is a \$5,000 limit

Accidental Death is a \$5,000 limit

## MEDICAL PAYMENTS (MP) INCREASED LIMIT FACTORS

LIMIT	\$500	\$1,000	\$2,000	\$2,500	\$5,000
FACTOR	0.60	1.00	1.35	1.50	2.40

## VIOLATION POINT FACTORS

Points	BI	PD	COMP	COLL
0	1.00	1.00	1.00	1.00
1	<del>1.08</del> 1.05	1.05	1.00	1.05
2	<del>1.13</del> 1.10	1.10	1.00	1.10
3	<del>1.19</del> 1.15	1.15	1.05	1.15
4	<del>1.36</del> 1.20	1.20	1.05	1.25
5	<del>1.39</del> 1.35	1.35	1.05	1.35
6	<del>1.50</del> 1.45	1.45	1.10	1.45
7	<del>1.55</del> 1.50	1.50	1.10	1.50
8	<del>1.65</del> 1.60	1.60	1.10	1.60
9	<del>1.75</del> 1.70	1.70	1.30	1.70
10	<del>1.90</del> 1.85	1.85	1.30	1.85
11	<del>2.00</del> 2.00	2.00	1.50	2.00
12	<del>2.15</del> 2.15	2.15	1.50	2.15
13	2.30	2.30	1.75	2.30
14	2.45	2.45	1.75	2.45
15	2.60	2.60	2.00	2.60
16	2.75	2.75	2.00	2.75
17	3.00	3.00	2.00	3.00
18	3.50	3.50	2.00	3.50

### DISCOUNT FACTORS

Discount	BI	PD	MP	PIP	UM/ BI	UIM/ BI	UM/ PD	COMP	COLL	TOW & <u>RENT</u> <u>RE</u>	
Multi-Car	0.80	0.80						0.80	0.80		
Transfer	0.85	0.85						0.85	0.85		0.85
Renewal	<del>0.90</del> <u>85</u>	0.90						0.90	0.90		
EFT	0.95	0.95						0.95	0.95		
Paid in Full	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	
Defensive Driver	0.95	0.95						0.95	0.95		
Anti-Theft								0.85			
College Graduate	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	0.95	
Advance Purchase	0.95	0.95						0.95	0.95		

### SURCHARGE FACTORS

Surcharge	BI	PD	MP	PIP	UM/ BI	UIM/ BI	UM/ PD	COMP	COLL	TOW & <u>RENT</u> <u>RE</u>
Out of State US License	1.00	1.00						1.00	1.00	
Out of State US License with Unverifiable MVR	1.10	1.10						1.00	1.10	
Out of Country/ Foreign Govt License	1.15	1.15						1.15	1.15	
Temporary Driver Permit	1.10	1.10						1.10	1.10	
Unverifiable MVR	1.10	1.10						1.00	1.10	
Unacceptable Risk	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Inexperienced Operator	1.15	1.15						1.05	1.15	